**Last Updated:** 10/02/2020

# Contact Tracer Hands On Practice Guide

MO ACTS

*Missouri Advanced Contact Tracing System*

# Index



Missouri DHSS Department of Health and Senior Services

MO ACTS Missouri's Advanced Contact Tracing System

# Welcome

**Welcome to your training on the Missouri Advanced Contact Tracing System, otherwise known as Missouri ACTS, powered by Salesforce, for the State of Missouri's COVID-19 Contact Tracing effort!**

Your role as a **Contact Tracer** allows us to gather information about the transmission of COVID-19, help the people that have been exposed, and ultimately contain this deadly disease. This platform will help to organize the efforts of hundreds of folks who are working hard to trace and contain, just like you!

The safety of Missourians and our state's ability to contain COVID-19 relies on **you**, and specifically on accurately gathering and inputting the needed information into the Missouri Contact Tracing Platform.

We do not expect you to be a master at navigating the platform on day one. However, **practice is the key to building your skills quickly.** Please thoroughly practice and **complete the scenarios outlined in this practice guide**.

Thank you again for being part of the solution. We couldn't do this without you!

Missouri Department of Health and Senior Services

## We are ready to help!

Several resources are available to help you learn the MO ACTS platform:

1. Resources posted on the [MO ACTS webpage]
2. Your Contact Tracer Supervisor
3. The MO ACTS Help Desk
   Call: (573) 526-9533 (8:00 am – 8:00 pm, Monday – Friday)
   Email: MOACTS@health.mo.gov

# Instructions

## About this Guide

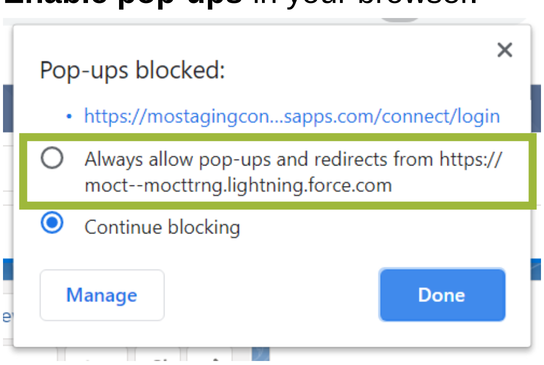
- This document walks through common scenarios you will encounter as a Contact Tracer and includes sample information collected from a Contact to a COVID-19 Case.
- Follow this guide to practice entering the sample information into a MO ACTS case.

  *Note that all data contained in any demos and practice guides are fake and have been created specifically for training purposes.*

## System Requirements

To use MO ACTS, make sure your computer meets these system requirements:

- **VPN disconnected** when using the system
- **Operating System:** Windows 7 or MacOS El Capitan or newer
- **Strong Internet Connection**
- **Google Chrome as your web browser** (Firefox is an alternative browser option)
  - DHSS employees can submit an IT request for Google Chrome to be added to their device.  Should follow local policies for obtaining access.
- **Enable pop-ups** in your browser.



# How to Follow the Practice Scenarios

The practice scenarios in this guide show the step-by-step process complete contact tracing outreach calls. You will practice entering the information you collect during a call into the appropriate fields. Since this is just practice, you will not speak to a real person, but you should still take the time to read the scripts to get familiar with the content.

**Notice the call-out icons in the document:**

The exclamation point means Pay Attention! This is important. It could also show you a valuable tip.

The question mark designates a knowledge check. There may also be a brief "quiz" to help you think about important information. *Answers to the questions will be provided throughout training and are listed at the end of this document*

The green plus means you've completed a milestone in learning. Congratulations!

Thank you and good luck! We know that with a little practice, you will pick this up quickly!

Sincerely,

Your Training Team

# Logging in to the Training Environment

Missouri DHSS Department of Health and Senior Services

MO ACTS
Missouri's Advanced Contact Tracing System

# Getting Set: MO ACTS Training Sandbox

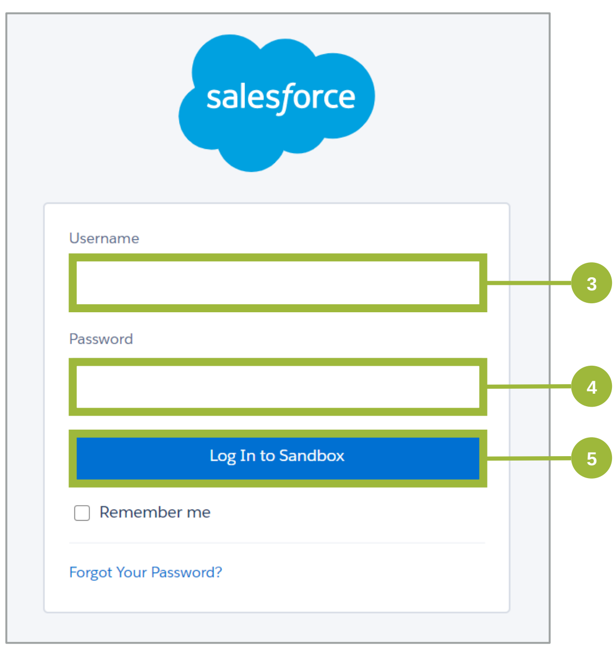
## How to get to the MO ACTS Training Sandbox

To log in to MO ACTS, you will follow the steps below:

1. Open **Google Chrome**.
2. Enter the link to the **MO ACTS Sandbox in your address bar:**

   https://moct--mocttrng.my.salesforce.com/

3. Enter your assigned **Sandbox username.** Your **Assigned Username** will be displayed on screen during the Live Session and is only for use in the Training Environment.
   *If completing the simulation, this step will be done for you.*
4. Enter your **Assigned Password**
   *If completing the simulation, this step will be done for you.*
5. Click **Log In to Sandbox** and you will be logged into the MO ACTS training platform!

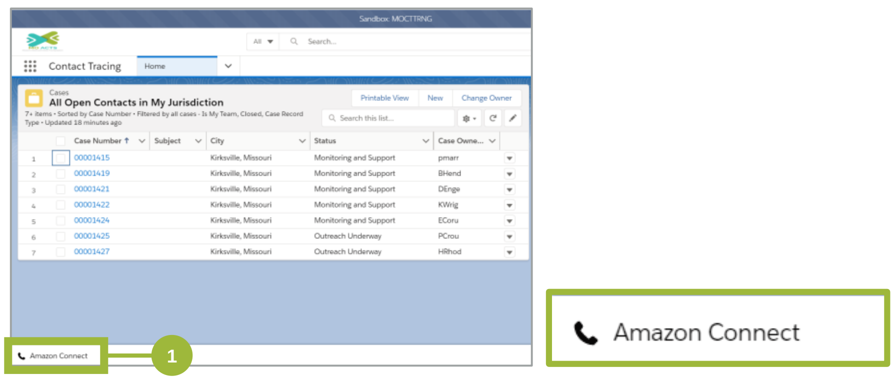


# Getting Set: Amazon Connect

## How to Log in to your MO ACTS Softphone (Amazon Connect)

To log in to your Training phone, follow the steps below:

1. Click on the **Amazon Connect** button in the lower-left corner of your MO ACTS Screen




2. Click the **Sign in to CCP** button

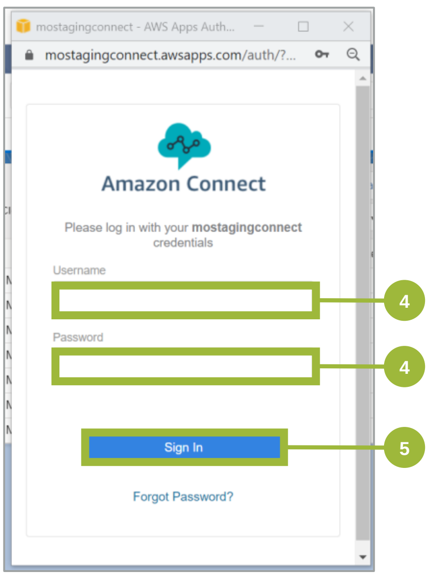
# Getting Set: Amazon Connect

3. A separate browser window opens with the **Amazon Connect Login Screen**

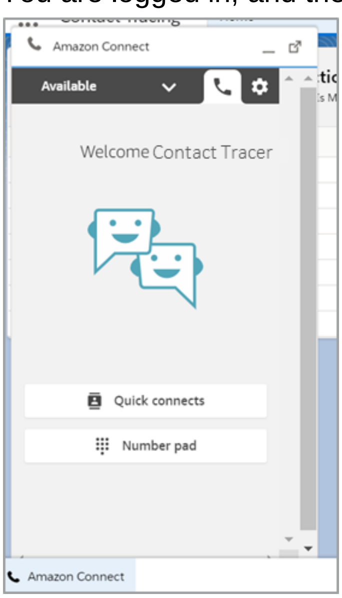
4. Enter your assigned **Username** and **Password** into the correct fields

   *If completing the simulation, this step will be done for you.*

5. Click **Sign In**




6. You are logged in, and the Login Screen browser window automatically closes



# Scenario 1

First Time Calling – Contact to a COVID-19 Case is Available

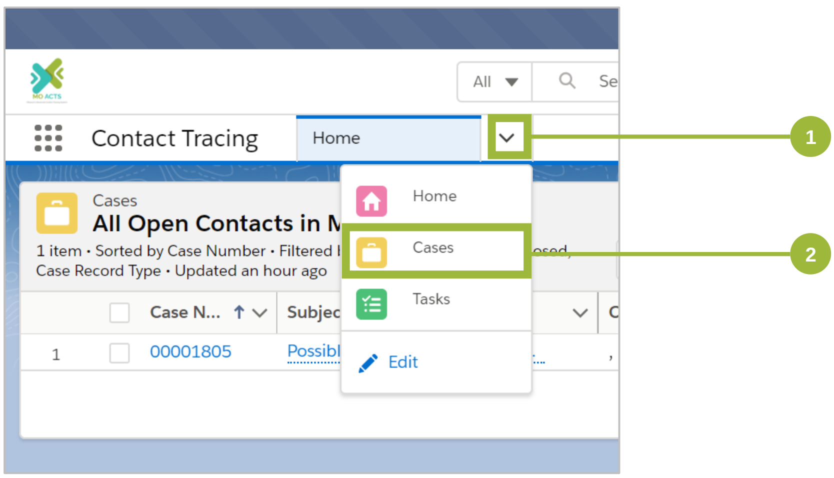
Missouri DHSS Department of Health and Senior Services

MO ACTS Missouri's Advanced Contact Tracing System

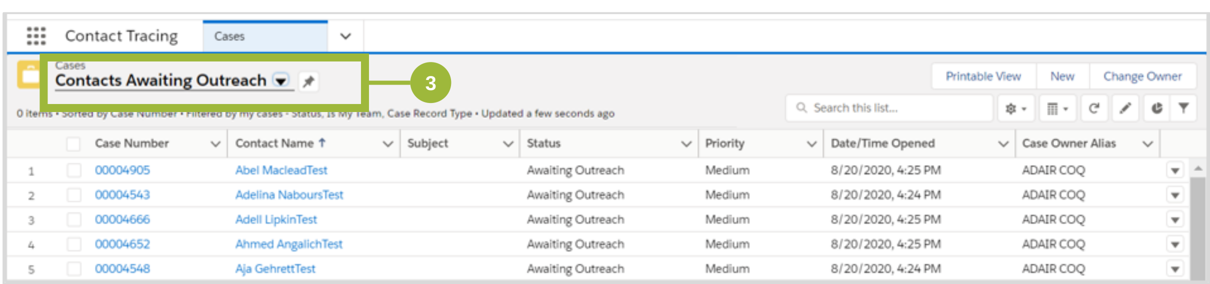
# Scenario One: First Time Calling
## (Contact to a COVID-19 Case is Available)

### Getting Started

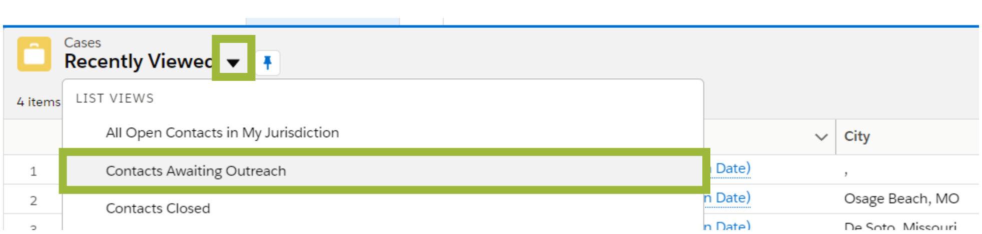
1. On the Homepage, find and click on the dropdown arrow next to the **Home** tab.
2. Click on the **Cases** option.




3. Open **Contact Awaiting Outreach** to view cases that are awaiting outreach.




*If this queue is not open, click the drop-down arrow next to the current queue name to change the active queue.*



# Scenario One: First Time Calling
## (Contact to a COVID-19 Case is Available)

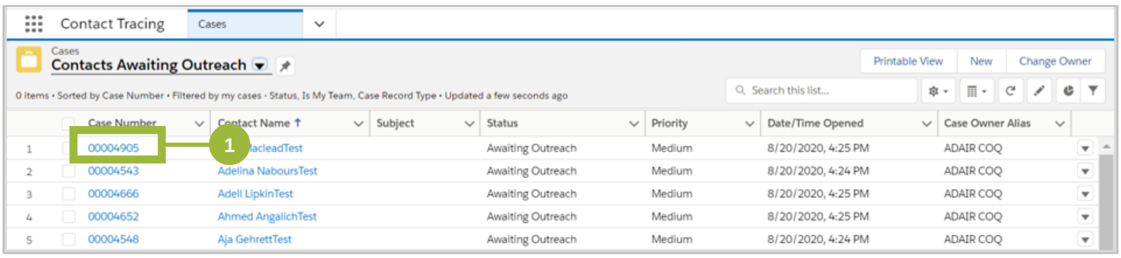
**Remember: When you open the Cases view, you need to change the list view to Contacts Awaiting Outreach Queue. Why is this true?** (choose one)

- ❑ **The Contacts Awaiting Outreach Queue will show the Contacts to a COVID-19 Case that need to have their cases closed.**
- ❑ **The Contacts Awaiting Outreach Queue will show you Contacts to a COVID-19 Case who are awaiting outreach and need to be called.**
- ❑ **The default list view shows test data that is not relevant to contact tracing.**

# Scenario One: First Time Calling
## (Contact to a COVID-19 Case is Available)

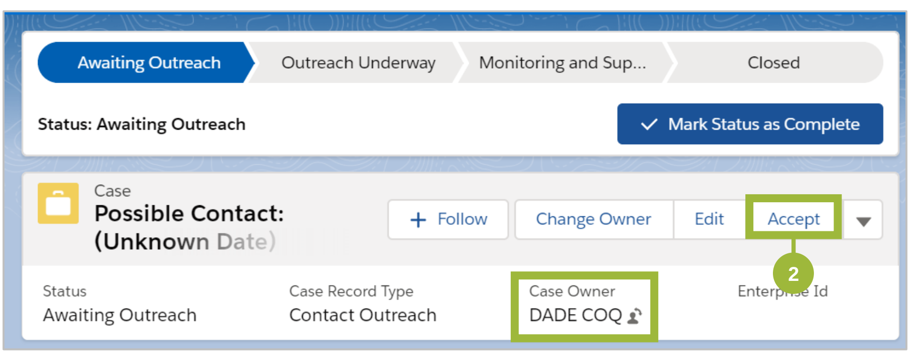
### Preparing to Call

1. Click on any **Case Number** to open the Contact to a COVID-19 Case.




2. Find and click on the **Accept** button in the upper right corner of the window. This will give you ownership of the contact's Case.

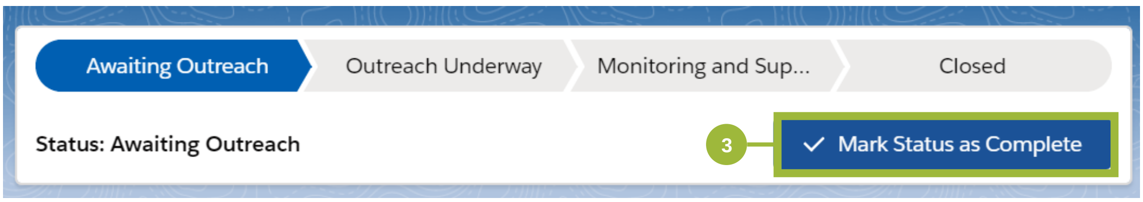
**YOU MUST ACCEPT THE CASE BEFORE BEGINNING WORK ON IT.**



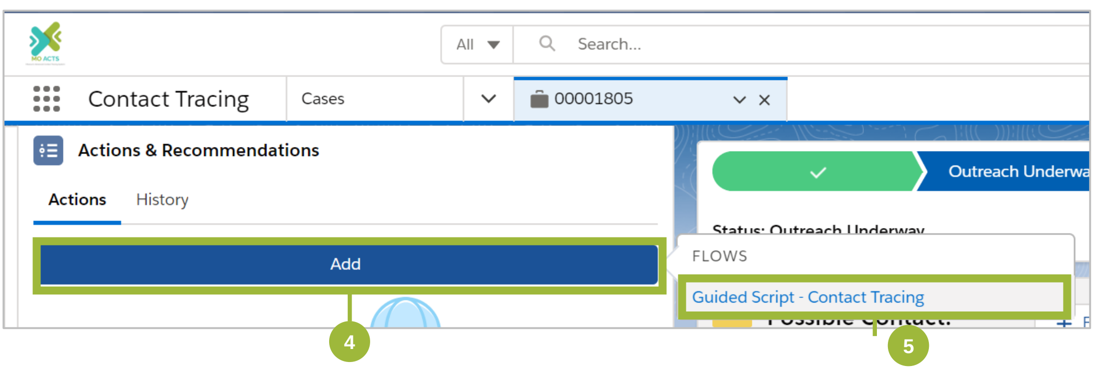

**Note:** If someone else's name shows as the **Case Owner**, someone else has already accepted the case. Return to the Contacts Awaiting Outreach queue and pick a different case.

# Scenario One: First Time Calling
## (Contact to a COVID-19 Case is Available)

3. Click the **Mark Status as Complete** button to move the case to the Outreach Underway status.




4. On the left panel of the page, click the **Add** button.
5. From the pop out, click the **Guided Script – Contact Tracing** button. This will open the call flow script that you will follow.




**What do you do if you inadvertently close your case before you mean to?** (choose one)

- ❑ **Contact my Supervisor; they have to let me back in**
- ❑ **Refresh my browser**
- ❑ **Return to Cases page and choose My Contacts from the dropdown, then reselect the contact's case that I want and click on the Guided Flow that I started**

**Congratulations! You are ready to start calling!**

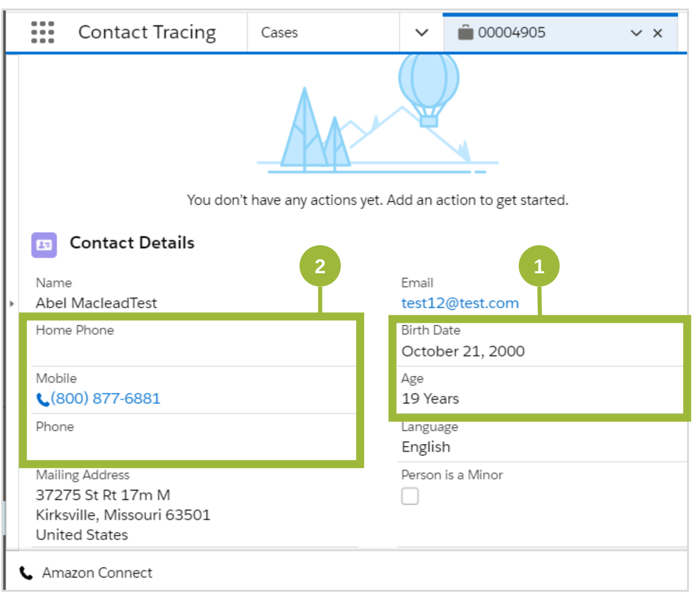
# Scenario One: First Time Calling
(Contact to a COVID-19 Case is Available)

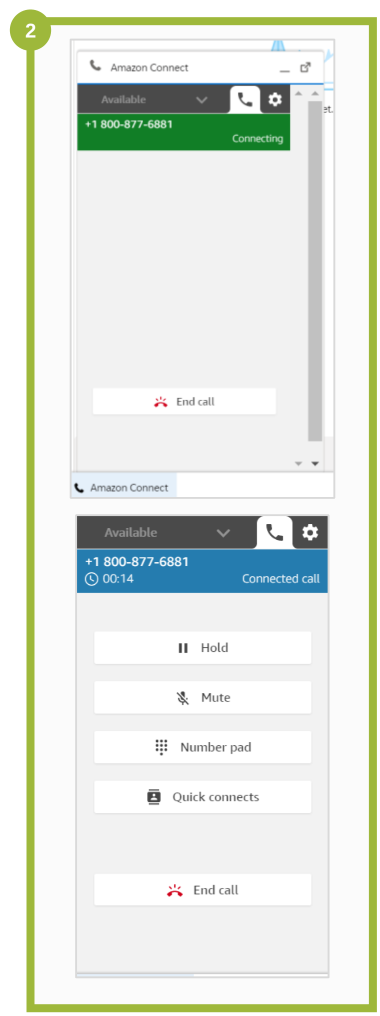
## Contact Tracing Guided Script

1. Scroll down on the left side of the window until you find the **Contact Details**. Look at the **Person is a Minor** checkbox. If this is checked, look at the contact's age.
   a. If the Contact to a COVID-19 Case is 12 years old or younger, ask to speak to their parent or guardian and complete the interview with them.
   b. If the Contact to a COVID-19 Case is 13 to 17 years old, ask to speak to the parent or guardian to either complete the interview with them or gain their permission prior to completing the interview with the Contact to a COVID-19 Case.

***You are now ready to call the Contact to a COVID-19 Case.***

2. Click on the contact's phone number in the **Contact Details** to launch the call to the contact via Amazon Connect.



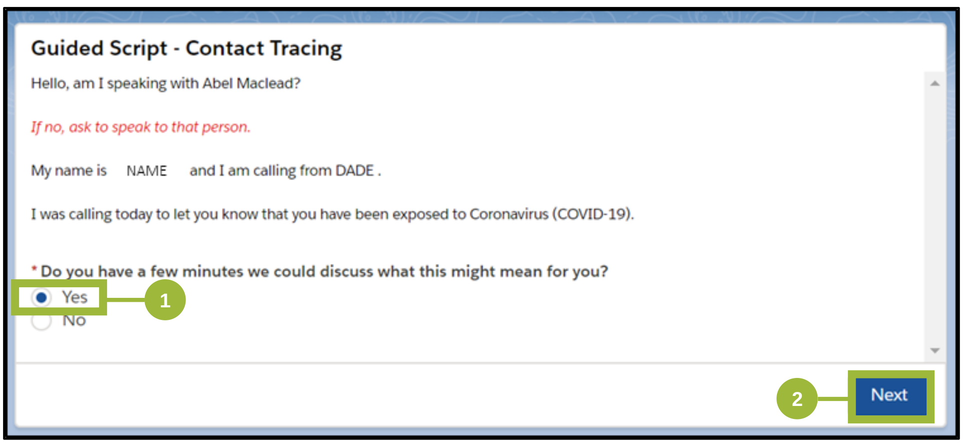



# Scenario One: First Time Calling
(Contact to a COVID-19 Case is Available)

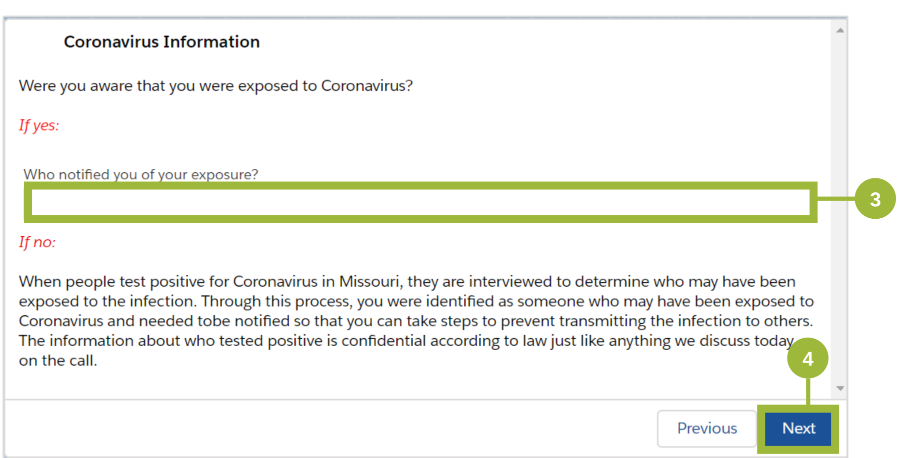
## Guided Script | Beginning the Call

**Note:** The script that you will read to the Contact to a COVID-19 Case is on the right side of the screen. We encourage you to familiarize yourself with the scripts throughout this practice session.

1. Read the script and click the **Yes** radio button.
2. Click the **Next** button.



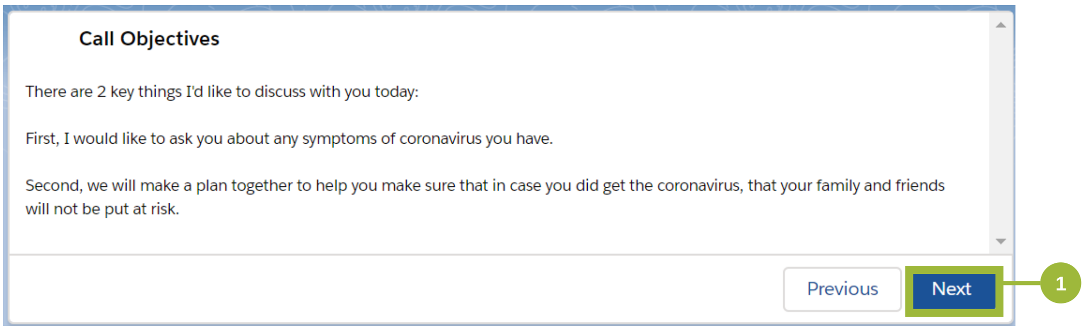

3. Read the script and do not enter a name in the **Who notified you of your** exposure field. read the **If no** script.
4. Click the **Next** button.



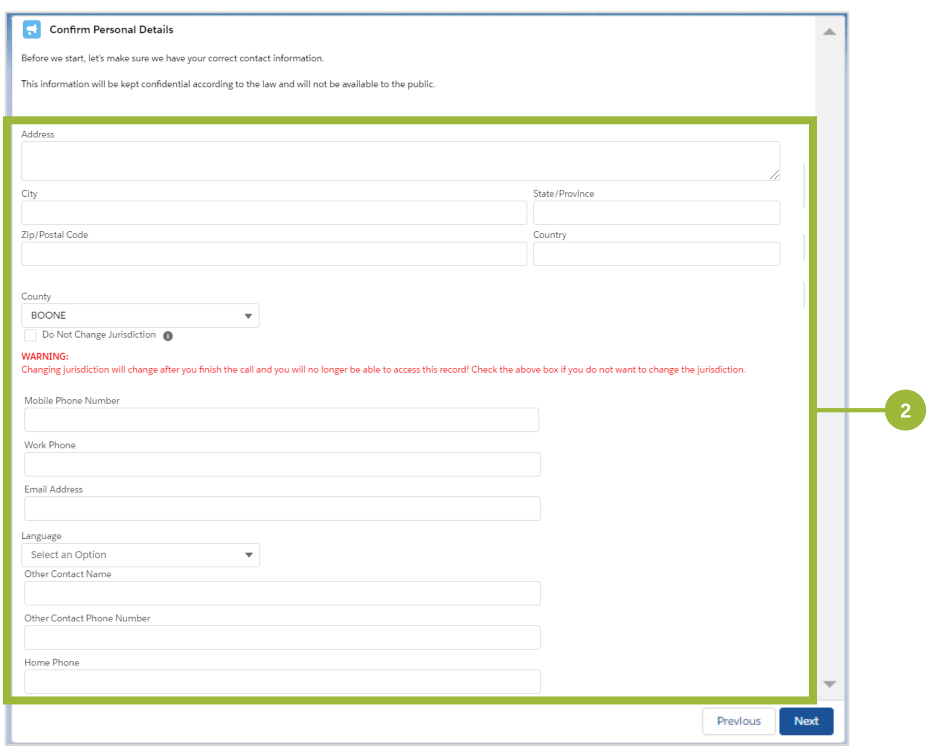
# Scenario One: First Time Calling
(Contact to a COVID-19 Case is Available)

## Guided Script | Personal Details

1. Read the **Call Objectives** script and click the **Next** button.




2. Confirm the **personal details** of the Contact to a COVID-19 Case.
   - In this practice example, many personal details are already filled out, indicating that the Positive Case was able to provide this information to the Case Investigator, who entered it into EpiTrax. The information was then passed from EpiTrax to MO ACTS.



# Scenario One: First Time Calling
## (Contact to a COVID-19 Case is Available)

## Guided Script | Personal Details

**NOTE:**

When confirming these details, If you want to change the county but **NOT** the jurisdiction select the **Do Not Change Jurisdiction** checkbox.

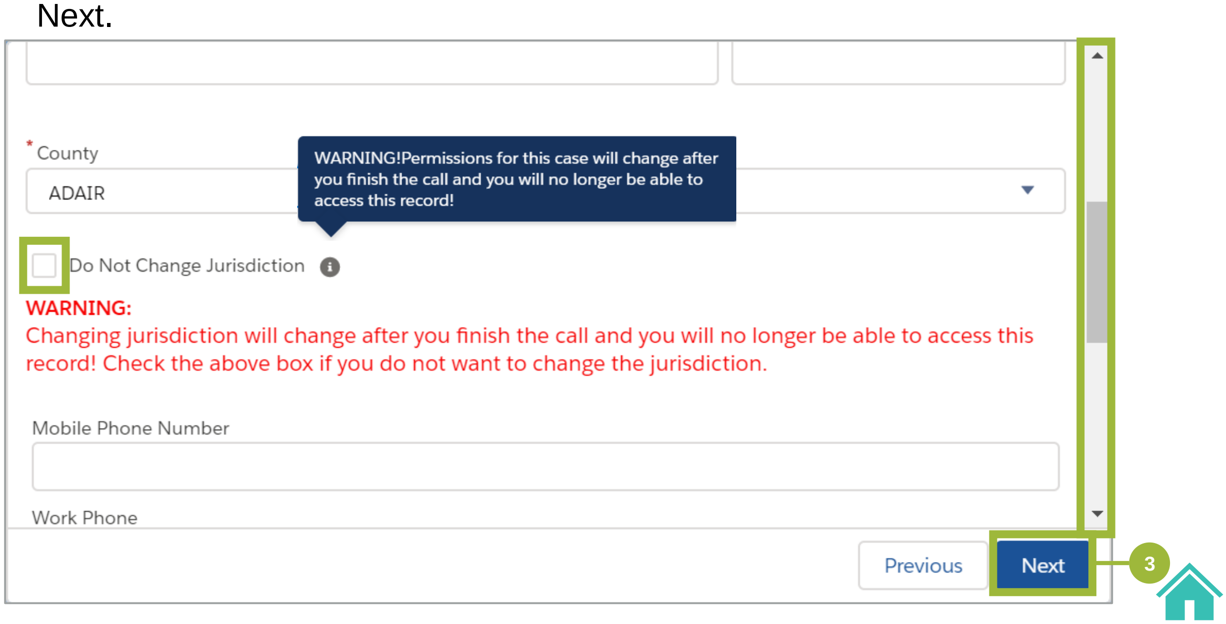
If you **<u>do not</u>** use this checkbox, the jurisdiction will change and therefore:

- **Permissions** for this case will change as well, preventing you from accessing this record after saving. The case will also disappear from the current queue once it is closed (e.g. once the call ends).
- If the jurisdiction that the case is assigned to does not have any users in the MO ACTS platform, the case will be directed to the **Administration queue.**

If a contact tracer learns that the contact **<u>is not</u>** in their designated jurisdiction, follow the below guidance on the effect this has on the outreach call:

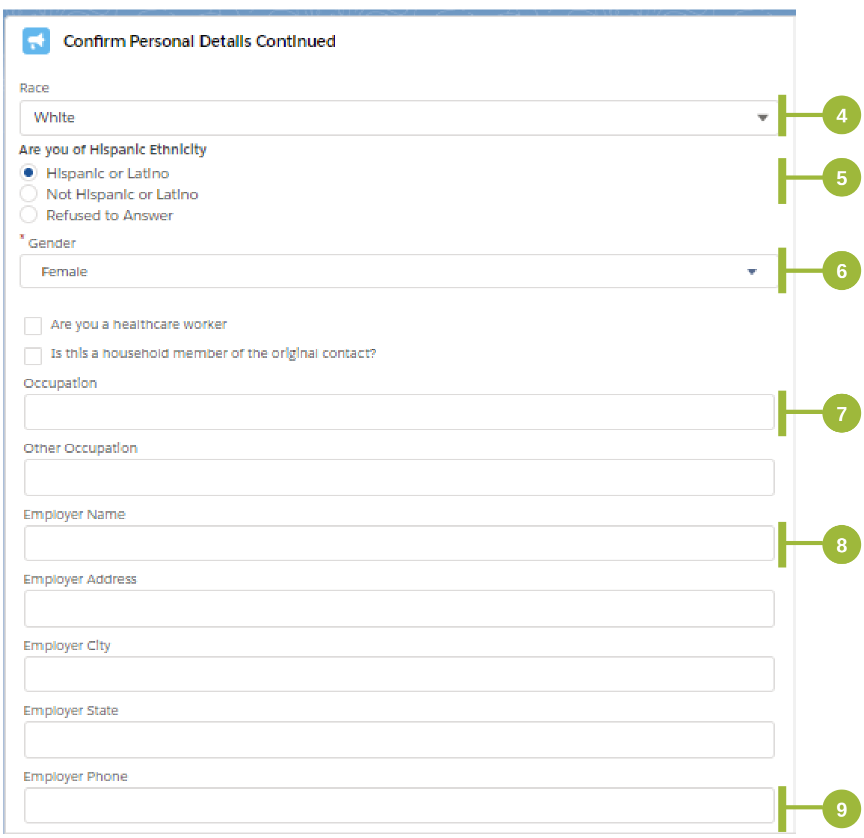
- If a contact tracer learns that the Contact to a COVID-19 case is outside their jurisdiction, they should change the county and end the call, explaining that a contact tracer from the contact's jurisdiction or surge support will reach out from their respective jurisdiction
- If the contact tracer is DHSS staff/surge support, they may be serving multiple jurisdictions and would not need to end the call. However, if only supporting a particular region and the Contact to a COVID-19 case is outside of their purview, then they should end the call.

3. Be sure to scroll down to the bottom of the page to confirm all details and click Next.

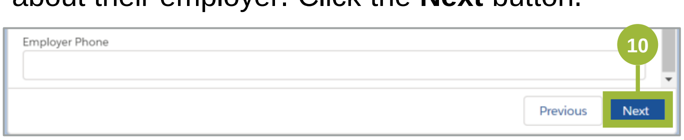


# Scenario One: First Time Calling
## (Contact to a COVID-19 Case is Available)

4. Select **White** in the **Race** field.
5. Select **Not Hispanic or Latino** in the **Are you of Hispanic Ethnicity** field.
6. Select **Female** in the **Gender** field.
7. Enter **Teacher** in the **Occupation** field.
8. Enter **Wildwood Public Schools** in the **Employer Name** field.
9. Enter **785-555-5555** in the **Employer Phone** field.




10. In this scenario, the Contact to a COVID-19 Case does not want to provide further details about their employer. Click the **Next** button.



# Scenario One: First Time Calling
# (Contact to a COVID-19 Case is Available)

## Guided Script | Symptom Check

1. You will now be on the **Symptom Check** page where you will read the script and confirm any symptoms that the Contact to a COVID-19 Case is experiencing.

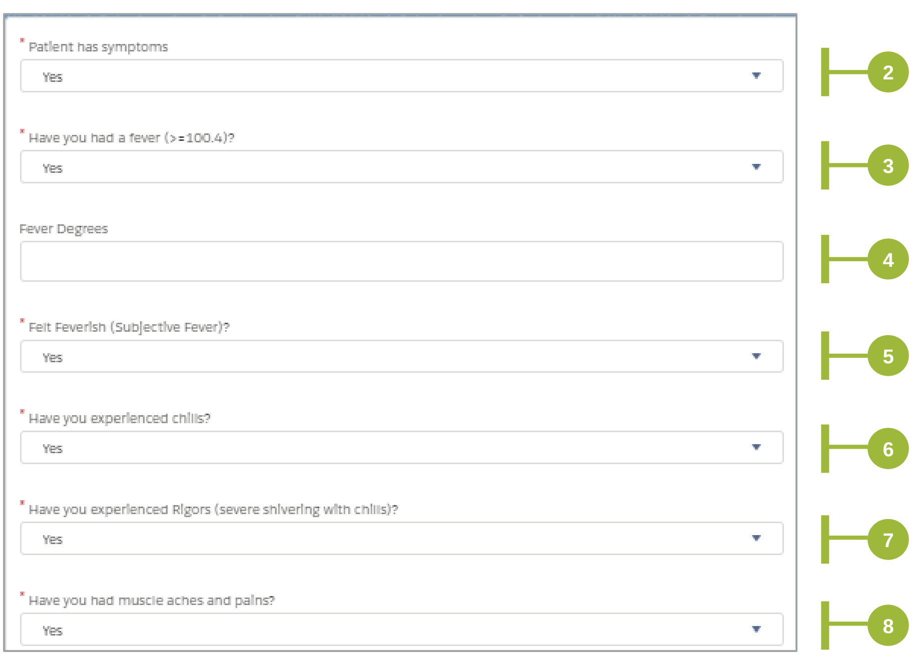
Symptom Check

Now let's talk about the symptoms you may be experiencing. Since COVID-19 is a new coronavirus, medical experts are still learning more about the symptoms it can cause. The following list are some of the COVID-19 symptoms that can be mild to moderate for most people, but some people can experience more severe symptoms that require hospitalization. Please note that I am only asking for your symptoms and I cannot provide you with medical advice. This is to check what you may be experiencing and then I can refer you to a medical provider, if needed, to discuss any further medical testing or treatment you may require. Again any information you provide today on the call is confidential according to federal and state laws.

Are you experiencing, or have you experienced, any of the following symptoms?

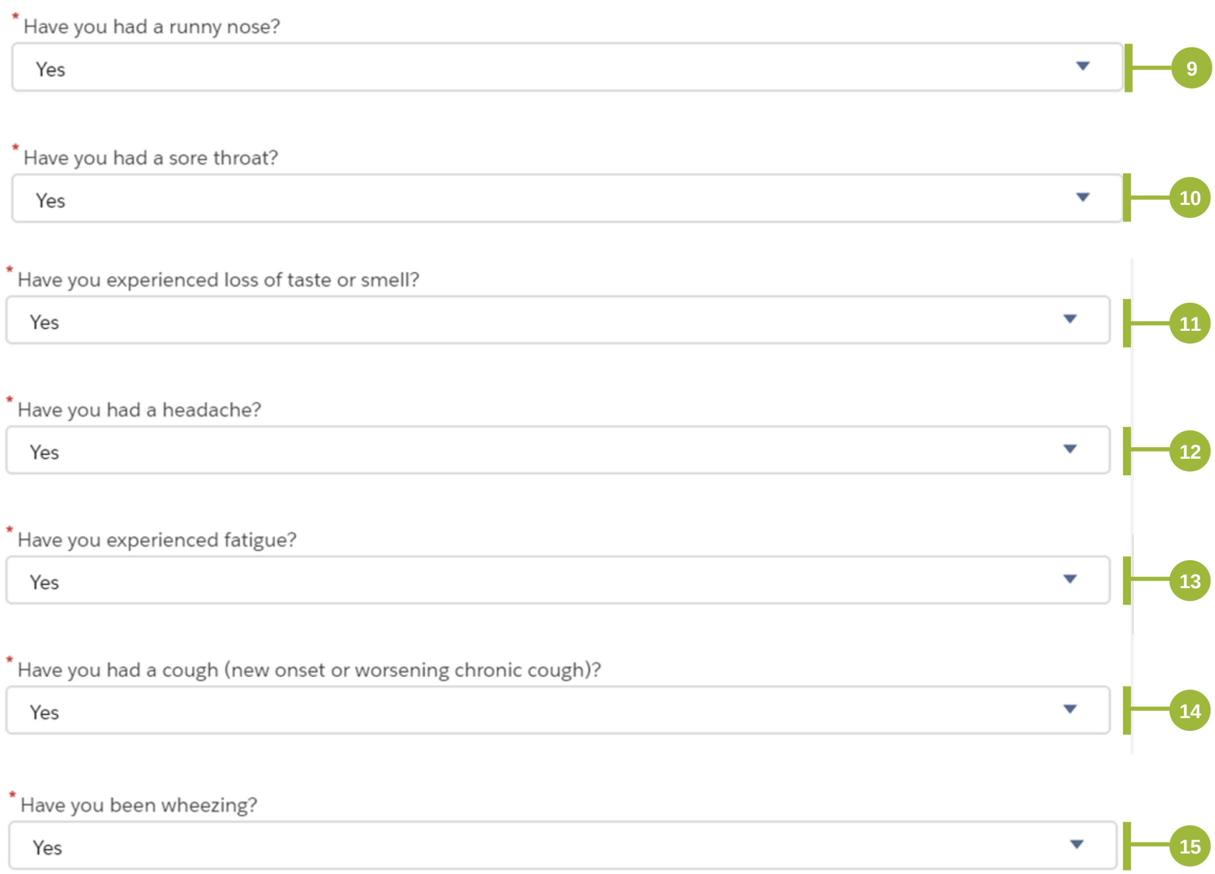
*If yes to any - indicate what date the symptoms started. Note in a section below you will be referring them to a provider for a test. Also, responses to illnesses is mandatory.*

2. In this case, select Yes **in the Patient has symptoms** field
3. Select Yes in the **Have you had a fever (>100.4)?** field.
4. Enter 101 in the **Fever Degrees** field.
5. Select No in the **Felt Feverish (Subjective Fever)** field.
6. Select Yes in the **Have you experienced chills?** field.
7. Select No in the **Have you experienced rigors (severe shivering with chills)?** field.
8. Select No in the **Have you had muscle aches and pains?** field.



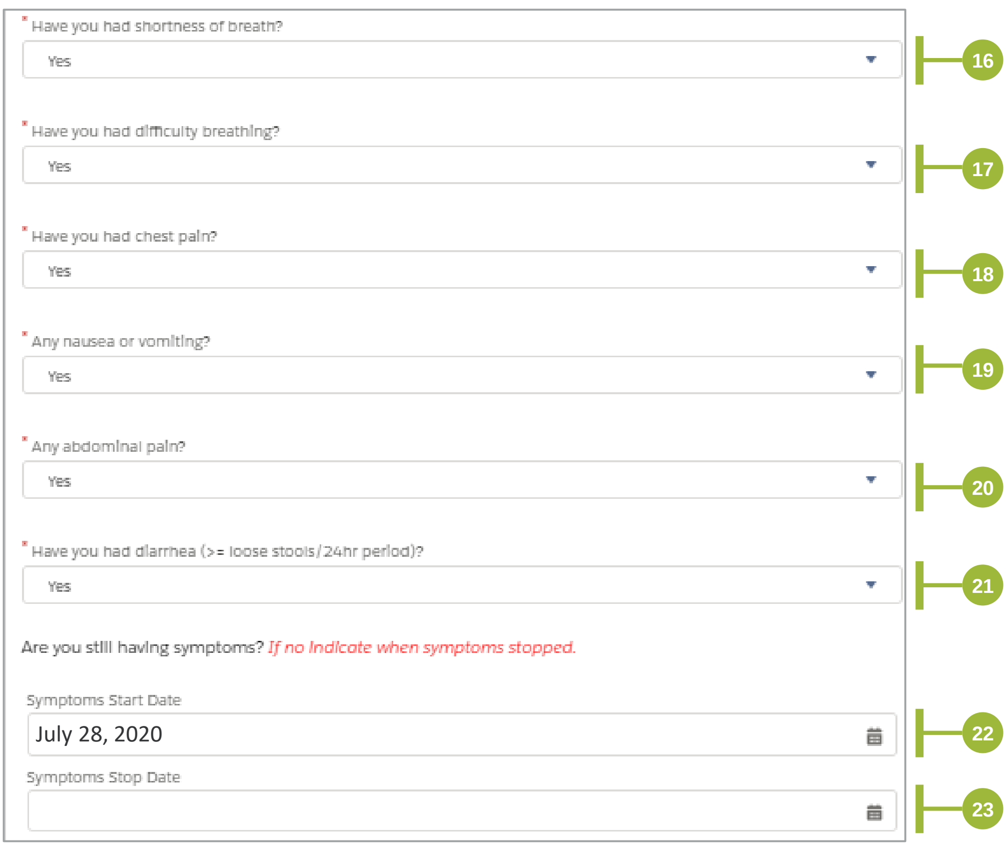
# Scenario One: First Time Calling
## (Contact to a COVID-19 Case is Available)

9. Select **No** in the **Have you had a runny nose?** field.
10. Select **No** in the **Have had a sore throat?** field.
11. Select **No** in the **Have you experienced loss of taste or smell?** field.
12. Select **No** in the **Have you had a headache?** field.
13. Select **No** in the **Have you experienced fatigue?** field.
14. Select **No** in the **Have you had a cough (new onset or worsening chronic cough)?** field.
15. Select **No** in the **Have you been wheezing?** field.



# Scenario One: First Time Calling
## (Contact to a COVID-19 Case is Available)

16. Select No in the **Have you had shortness of breath?** field.
17. Select No in the **Have you had difficulty breathing?** field.
18. Select No in the **Have you had chest pain?** field
19. Select No in the **Any nausea or pain?** field.
20. Select No in the **Any Abdominal pain?** field
21. Select No in the **Have you had diarrhea (>3 loose stools in 24 hours)?** field.
22. Select July 28, 2020 in the **Symptoms Start Date** field.
23. Leave the **Symptoms Stop Date** field blank.




24. Click the **Next** button.

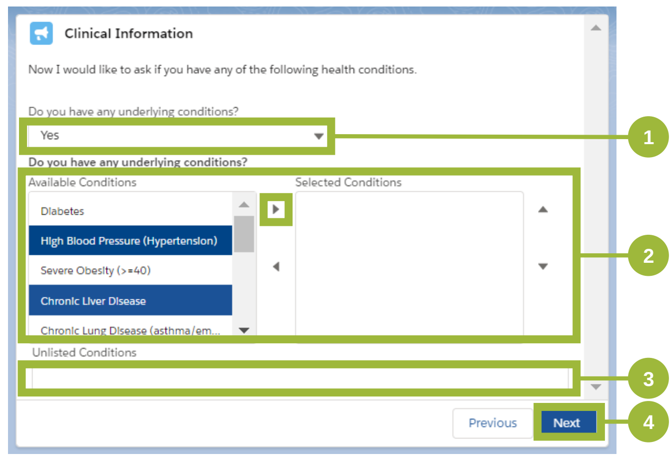
# Scenario One: First Time Calling
## (Contact to a COVID-19 Case is Available)

## Guided Script | Clinical Information & Referral

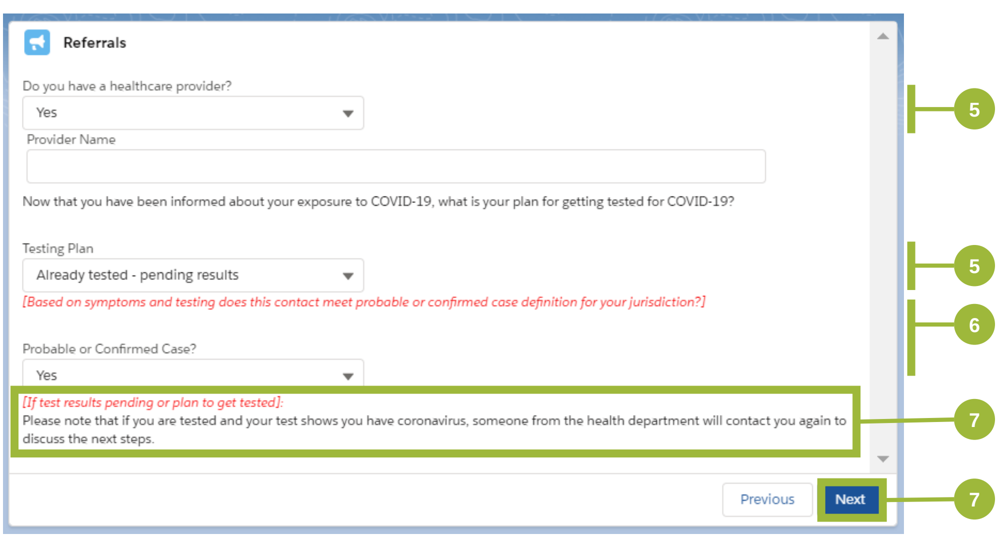
1. Next, we address **underlying health conditions**. In this case, select **Yes**
2. In the **underlying conditions field**, select **High Blood Pressure** and select a second condition – **Chronic Liver Disease** – by holding down the control key on your keyboard when clicking on it and then selecting the right arrow to move it into **selected conditions**.

**Additional Underlying Conditions**

- Immunosuppressive condition
- Autoimmune condition
- Current Smoker
- Former Smoker
- Substance abuse or misuse
- Disability (neurologic, neurodevelopmental, intellectual, physical, vision or hearing impairment)
- Psychological / psychiatric condition
- Cardiovascular disease
- Chronic Kidney (Renal) Disease



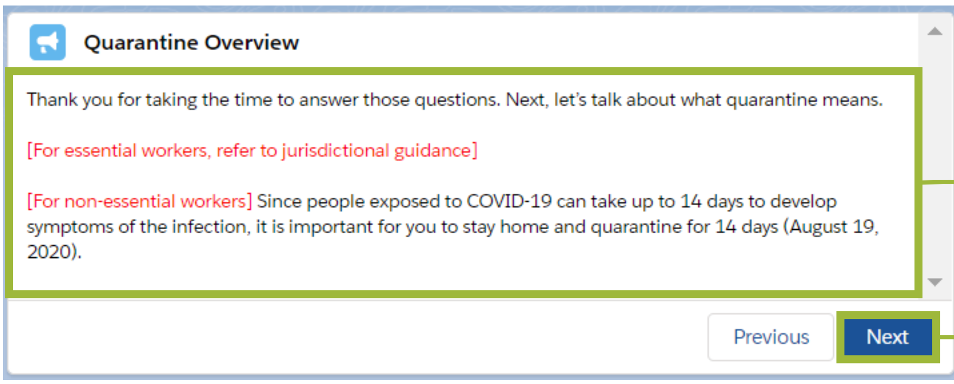

3. Leave the **Unlisted Conditions** field **blank**
4. Click **Next**.
5. Read the **Referral section** script and select:
   Do you have a healthcare provider: **Yes**
   Testing plan: **Already tested – pending results**
6. Select **No** for Contact meets probably or confirmed case definition for your jurisdiction
7. Based on our scenario, you would not read the script at the bottom. Click the **Next** button.



# Scenario One: First Time Calling
(Contact to a COVID-19 Case is Available)

## Guided Script | Quarantine Overview & Specific Instructions

1. Read the Quarantine Overview script and click **Next**.



**Quarantine Overview**

Thank you for taking the time to answer those questions. Next, let's talk about what quarantine means.

[For essential workers, refer to jurisdictional guidance]

[For non-essential workers] Since people exposed to COVID-19 can take up to 14 days to develop symptoms of the infection, it is important for you to stay home and quarantine for 14 days (August 19, 2020).

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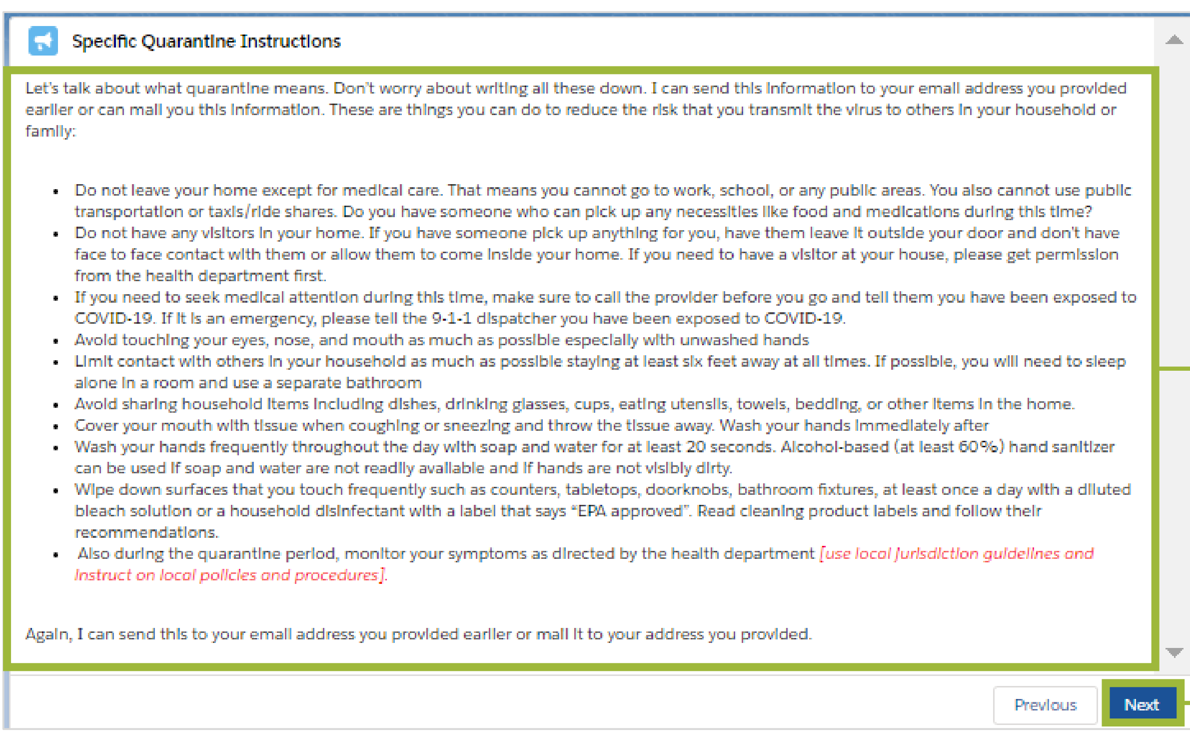
2. Read the Specific Quarantine Instructions script and click **Next**.



**Specific Quarantine Instructions**

Let's talk about what quarantine means. Don't worry about writing all these down. I can send this information to your email address you provided earlier or can mail you this information. These are things you can do to reduce the risk that you transmit the virus to others in your household or family:

- Do not leave your home except for medical care. That means you cannot go to work, school, or any public areas. You also cannot use public transportation or taxis/ride shares. Do you have someone who can pick up any necessities like food and medications during this time?
- Do not have any visitors in your home. If you have someone pick up anything for you, have them leave it outside your door and don't have face to face contact with them or allow them to come inside your home. If you need to have a visitor at your house, please get permission from the health department first.
- If you need to seek medical attention during this time, make sure to call the provider before you go and tell them you have been exposed to COVID-19. If it is an emergency, please tell the 9-1-1 dispatcher you have been exposed to COVID-19.
- Avoid touching your eyes, nose, and mouth as much as possible especially with unwashed hands
- Limit contact with others in your household as much as possible staying at least six feet away at all times. If possible, you will need to sleep alone in a room and use a separate bathroom
- Avoid sharing household items including dishes, drinking glasses, cups, eating utensils, towels, bedding, or other items in the home.
- Cover your mouth with tissue when coughing or sneezing and throw the tissue away. Wash your hands immediately after
- Wash your hands frequently throughout the day with soap and water for at least 20 seconds. Alcohol-based (at least 60%) hand sanitizer can be used if soap and water are not readily available and if hands are not visibly dirty.
- Wipe down surfaces that you touch frequently such as counters, tabletops, doorknobs, bathroom fixtures, at least once a day with a diluted bleach solution or a household disinfectant with a label that says "EPA approved". Read cleaning product labels and follow their recommendations.
- Also during the quarantine period, monitor your symptoms as directed by the health department *[use local jurisdiction guidelines and instruct on local policies and procedures]*.

Again, I can send this to your email address you provided earlier or mail it to your address you provided.

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# Scenario One: First Time Calling
(Contact to a COVID-19 Case is Available)

## Guided Script | Home Assessment

1. Read the **Home Assessment** script, making note of any needs that would require referral to a **Resource Coordinator, such as:**
    - Food
    - Support for Chronic Medical Conditions
    - Lack of Mobility or Support for ADLs
    - Specific Household items
    - Social Network Connection
    - Housing
    - Medication
    - Other

**Home Assessment**

Next, we'd like to talk about helping you stay safe during your quarantine at home. We have some questions about your home and we can also talk about what quarantine means.

What type of home do you live in?:

- Apartment
- Single family house
- Condominium
- Shelter/homeless
- Assisted living
- Nursing home

Over the next 2-3 weeks, do you have reliable access to:

- Food (Reliable access to food: family, friend, neighbor able to deliver food while you remain in isolation or other food delivery service (local grocery store delivery, meals on wheels)
- Medications
- Heat
- Water
- Electricity
- Phone service
- Means of communication in the event of an emergency
- Infection prevention and control supplies- soap, water, disinfectant
- Identified network of family, friends, and other social networks
- Way to connect with social networks while in home isolation

- Do you have a separate room for sleeping and daily activities where you can stay away from others in your household?
- Do you have a separate bathroom that you can use? If no, do you or someone you live with have the ability to clean bathroom after each use?
- Ability to have separate food preparation space or someone who is able to prepare and bring food to your isolation area
- Are you independent with your daily activities such as bathing, moving around your house to do your activities or do you have appropriate
- Appropriate caregiver available at home who can help meet daily needs
    - If no caregiver available, is person able to meet their daily needs while in isolation or quarantine such as preparing meals, cleaning, taking medications, with a plan to call for help if needed
- Caregiver has access to mask if needs to be within 6 feet (2 meters) of patient to assist with activities of daily living
- Patient/contact themselves or caregiver able to manage medications
- Are you normally the primary caregiver for anyone else in your home or elsewhere?
    - If yes, is that person also ill with coronavirus?
- If that person is not already ill, is there someone else who can fill this role for you while you are ill and isolating?
- No need to leave home (or can make adjustments not to need to leave home) for other routine needs, such as taking out trash.

Do you live with anyone who:

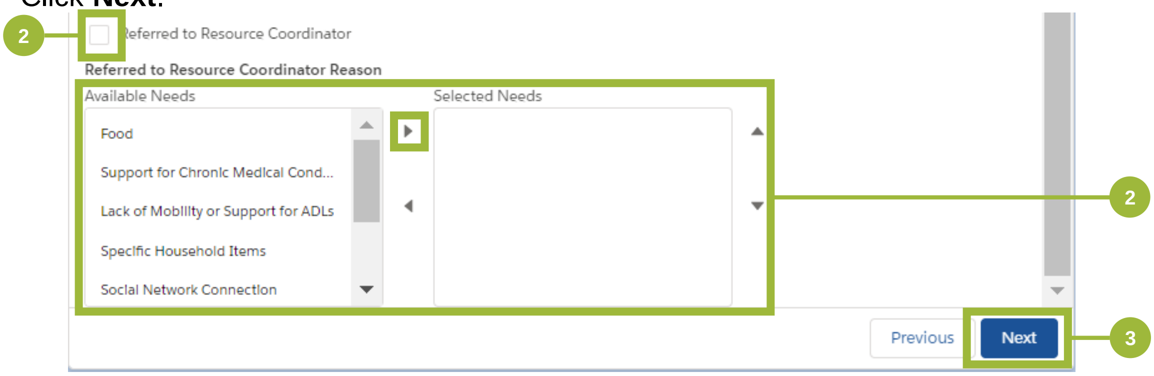
- Is more than 65 years old
- Has chronic conditions such as: diabetes, chronic kidney disease, chronic lung disease, liver disease, or cardiovascular disease
- Is immunocompromised (e.g. Cancer patients receiving chemotherapy, patients on immunosuppressant drugs)
- Has extreme obesity?
- Is on dialysis?
- Has received a transplant?
- Is pregnant

# Scenario One: First Time Calling
## (Contact to a COVID-19 Case is Available)

2. Check the Referred to Resource Coordinator and select **Social Network Connection** in the **Referred to Resource Coordinator Reason** field.

   **NOTE:** if more than one reason needs to be selected, hold control and then select the appropriate reasons and click the right arrow to move it into **selected needs**.

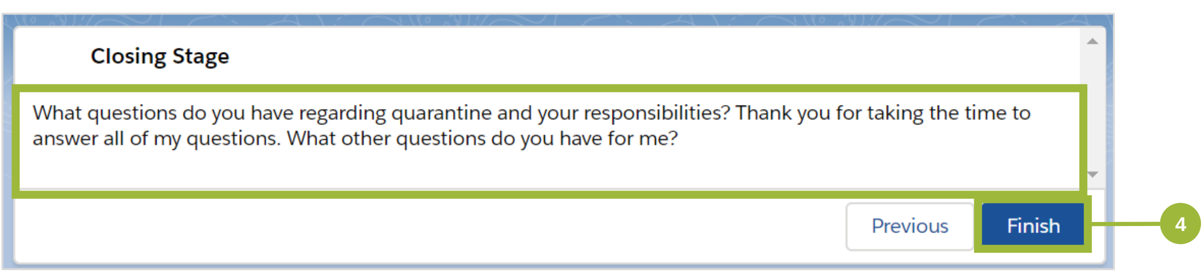
3. Click **Next**.



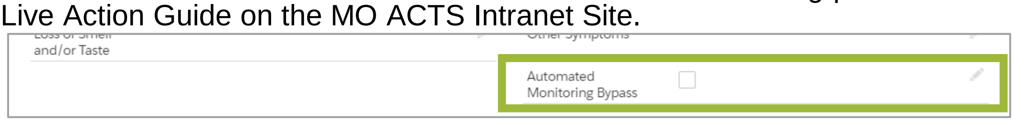

**Additional Referred to Resource Coordinator Reasons**

- Food
- Support for Chronic Medical Conditions
- Lack of Mobility or Support for ADLs

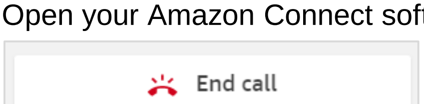
4. Read the Closing Stage script and click **Finish**.




**Note:** We recommend asking the contact during the outreach process whether they would like to **OPT OUT of receiving a SMS message to monitor their symptoms.** Select Automated Monitoring Bypass checkbox on the Symptoms section of the Contacts Case Details. To learn more about Automated Monitoring please refer to the Go Live Action Guide on the MO ACTS Intranet Site.




5. Open your Amazon Connect softphone and click **End Call**

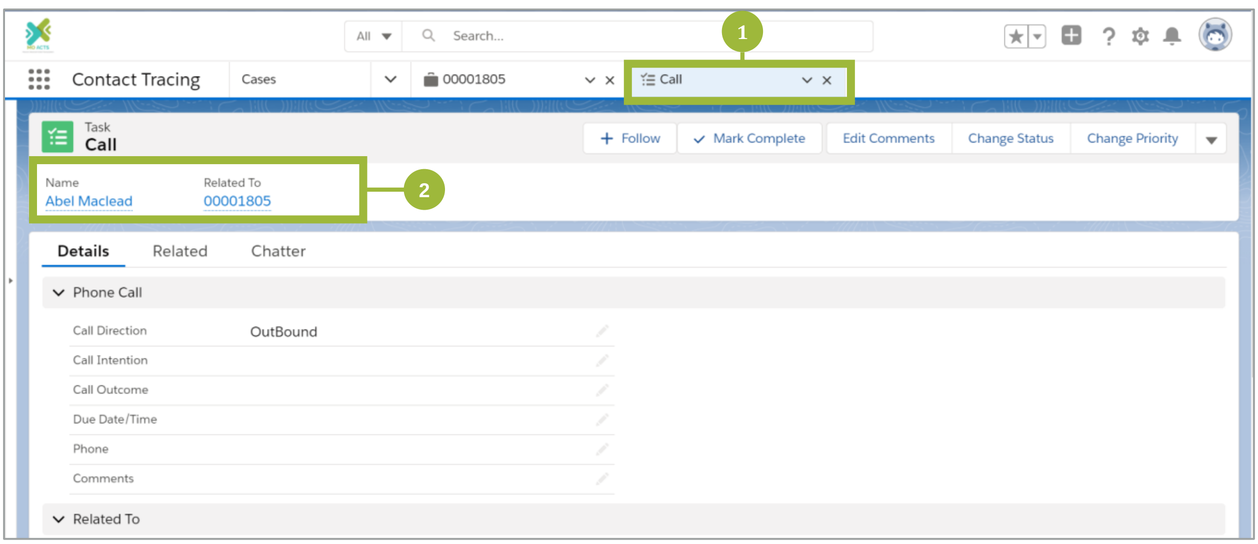


# Scenario One: First Time Calling
## (Contact to a COVID-19 Case is Available)

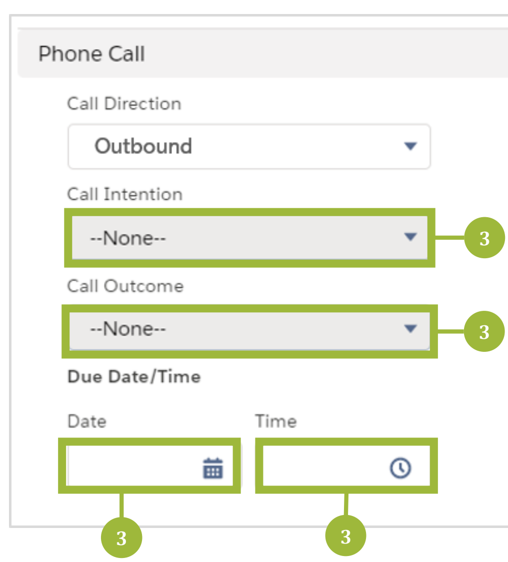
### Logging the Call

MO ACTS will automatically create a task for every outbound call after the call is disconnected. You can then update the task with the call intention and additional details.

1. After disconnecting an outbound call, a new **Task tab** will automatically open.
2. You will find the **Contact's name and Case number** on top of the new window.



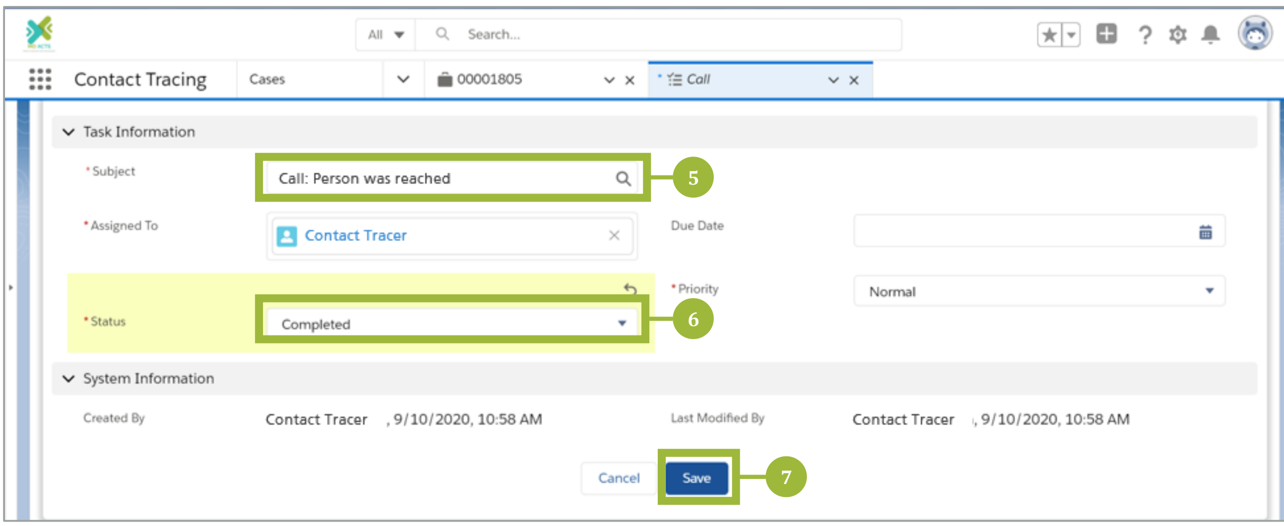

3. Complete the **Phone Call Details** by selecting the pencil icon to edit**.**




**Call Direction**: It will be auto-populated as Outbound.
**Call Intention**: **Outbound Outreach Call**
**Call Outcome**: **Person was Reached**
**Due Date / Time**: **when the call was placed**

# Scenario One: First Time Calling
## (Contact to a COVID-19 Case is Available)

4. Scroll past the Related to section to the **Task Information** section.
5. Click in the **Subject** field and select **Call: Person was Reached.**
6. Change the **Status** field to **Completed.**
7. Click **Save.**

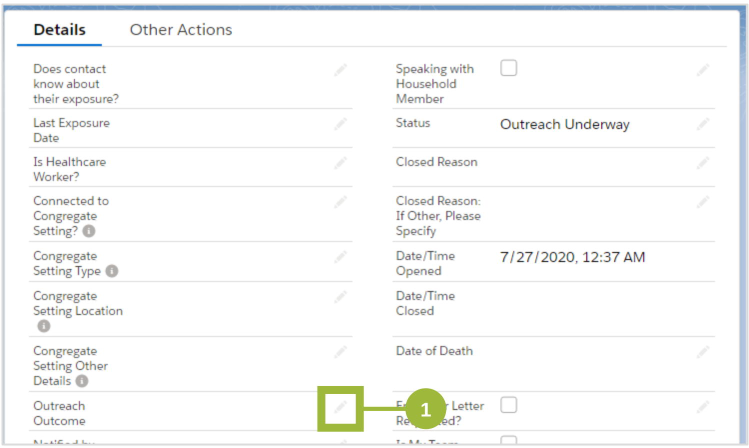



**Note:** You must remember to press **Save** when in edit mode or else your changes will not be committed.

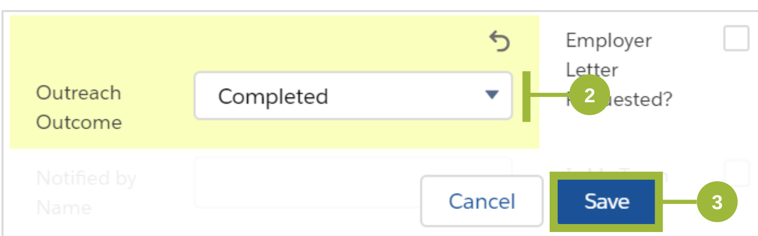
# Scenario One: First Time Calling
## (Contact to a COVID-19 Case is Available)

### Marking Case Outreach Complete

1. In the **Details** pane, click the pencil icon in the **Outreach Outcome** row.




2. Select Completed in the **Outreach Outcome**.
3. Click **Save**.




**NOTE:**
- Remember to press **Save** when in edit mode or else your changes will not be committed.
- **If you do not fill out the Outreach Outcome, you will not be able to move the case to "Monitoring and Support."**

4. Notice at the top of the right side of the window, the status is now automatically set to **Monitoring and Support**.

# **Scenario One: First Time Calling**
## (Contact to a COVID-19 Case is Available)

**Congratulations!** You completed your first scenario of Guided Script for Contact Tracing!

If you finished early, feel free to practice another Contact to a COVID-19 Case example.

**What do you do if your Contact to a COVID-19 Case is 10 years old?** (choose one)

- ❑ **Call the phone number and complete the interview with the person's parent or guardian**
- ❑ **Do not call the Contact to a COVID-19 Case and report it to your Supervisor**
- ❑ **Proceed as normal**

# Scenario 2

Contact to a COVID-19 Case is Unavailable - Voicemail

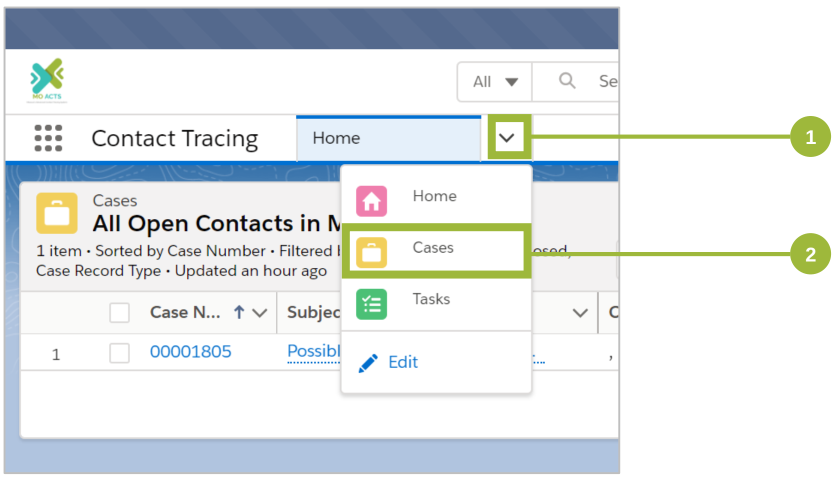
MO ACTS

Missouri's Advanced Contact Tracing System

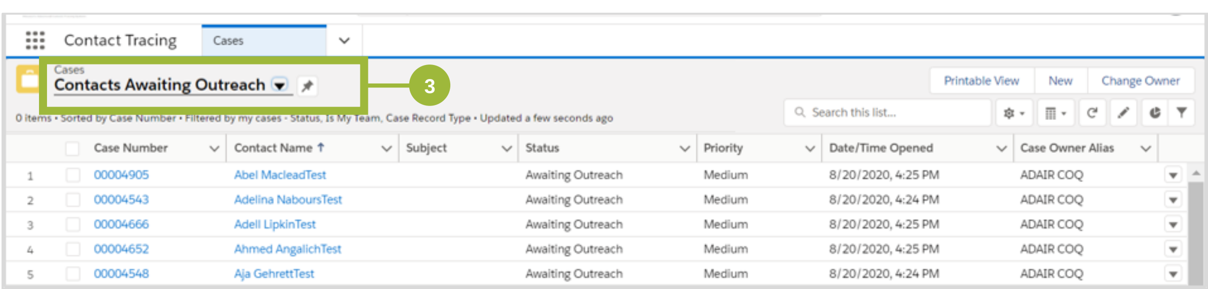
# Scenario Two: Contact to a COVID-19 Case is Unavailable

## Getting Started

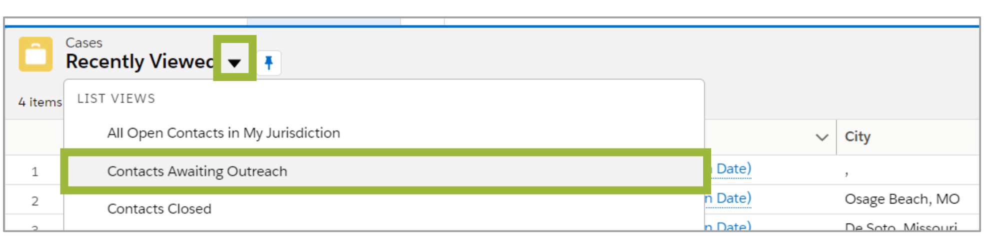
1. On the Homepage, find and click on the dropdown arrow next to the **Home** tab.
2. Click on the **Cases** option.




3. Open the **Contacts Awaiting Outreach** queue to view cases that are awaiting outreach.



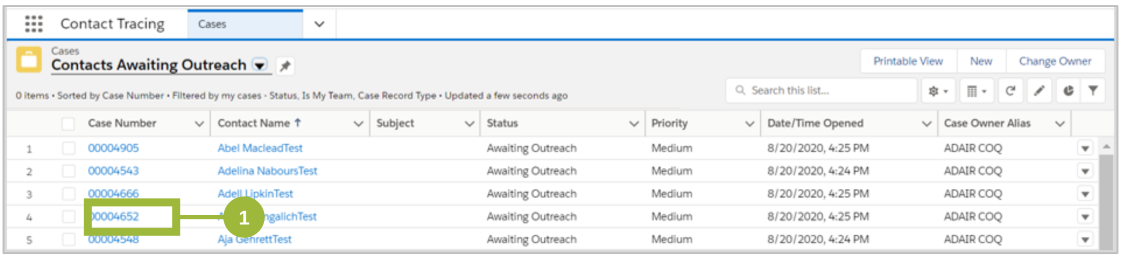

*If this queue is not open, click the drop-down arrow next to the current queue name to change the active queue.*



# Scenario Two: Contact to a COVID-19 Case is Unavailable

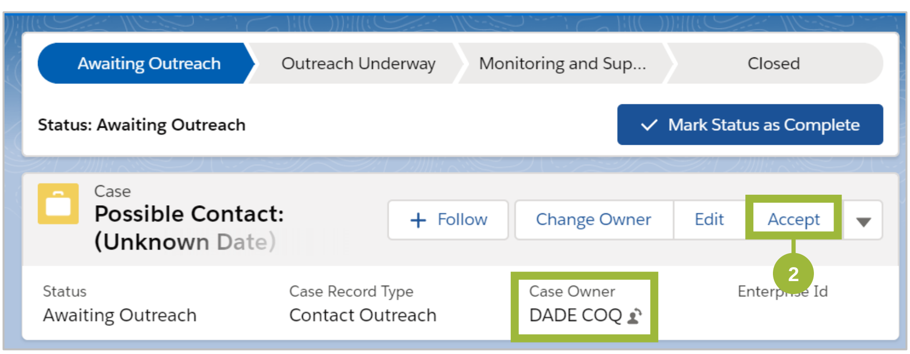
## Preparing to Call

1. Click on any **Case Number** to open the Contact's Case.




2. Find and click on the **Accept** button in the upper right corner of the window. This will give you ownership of the Contact's Case.

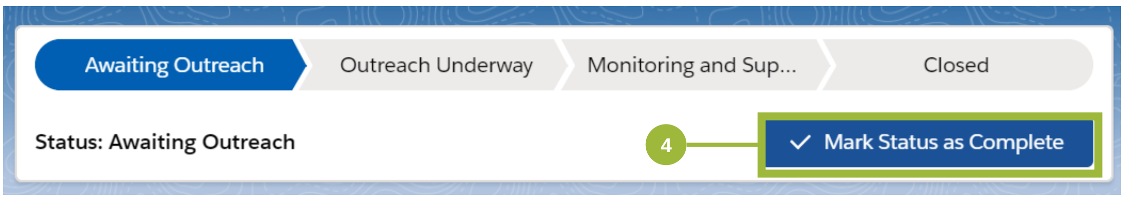
**YOU MUST ACCEPT THE CASE BEFORE BEGINNING WORK ON IT.**



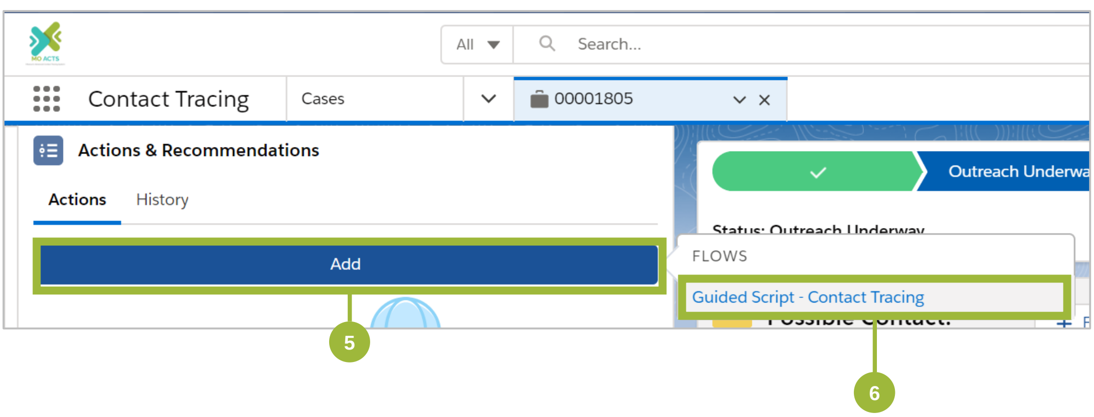

**Note:** If someone else's name shows as the **Case Owner**, someone else has already accepted the case. Return to the Contacts Awaiting Outreach queue and pick a different case.

# Scenario Two: Contact to a COVID-19 Case is Unavailable

4. Click the **Mark Status as Complete** button to move the case to the Outreach Underway status.




5. On the left panel of the page, click the **Add** button.
6. From the pop out, click the **Guided Script – Contact Tracing** button. This will open the call flow script that you will follow.




**Congratulations! You are ready to start calling!**

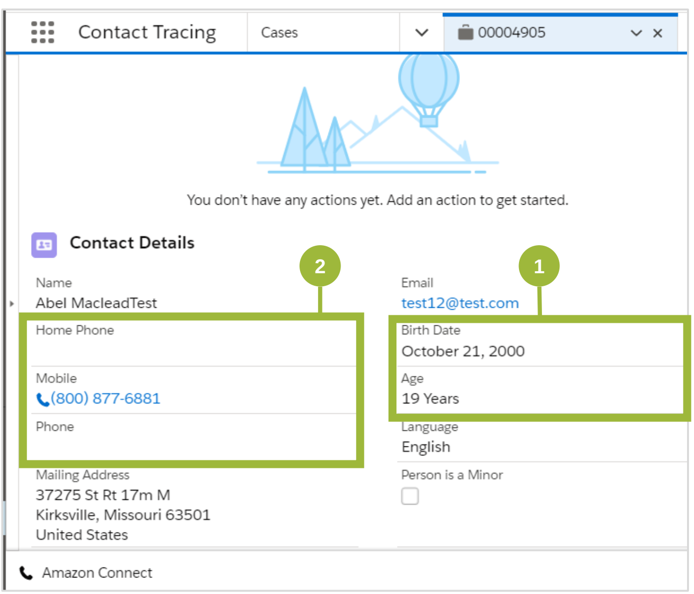
# Scenario Two: Contact to a COVID-19 Case is Unavailable

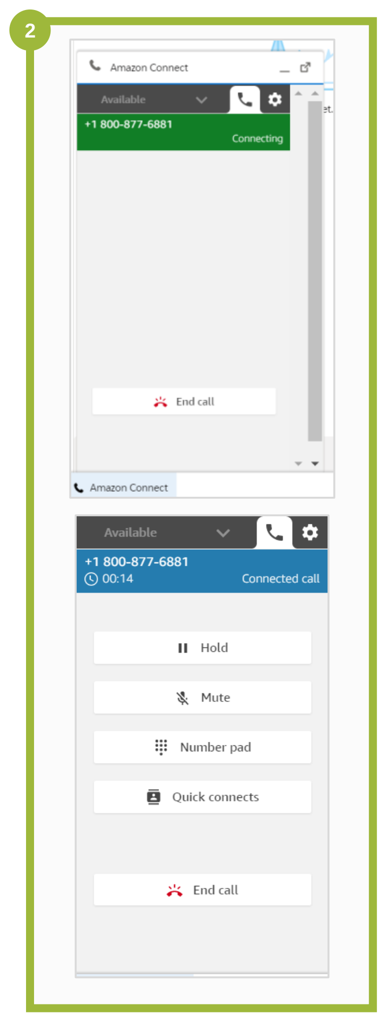
## Contact Tracing Guided Script

1. Scroll down on the left side of the window until you find the **Contact Details**. Look at the **Person is a Minor** checkbox. If this is checked, look at the Contact's age.
    a. If the Contact to a COVID-19 Case is 12 years old or younger, ask to speak to their parent or guardian and complete the interview with them.
    b. If the Contact to a COVID-19 Case is 13 to 17 years old, ask to speak to the parent or guardian to either complete the interview with them or gain their permission prior to completing the interview with the Contact to a COVID-19 Case.

*You are now ready to call the Contact to a COVID-19 Case.*

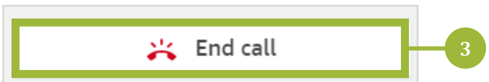
2. Click on the contact's phone number in the **Contact Details** to launch the call to the contact via Amazon Connect.



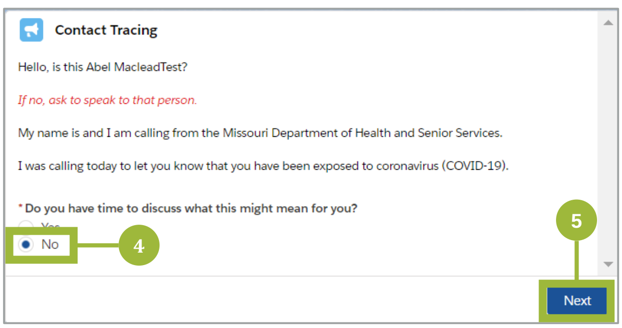



# Scenario Two: Contact to a COVID-19 Case is Unavailable

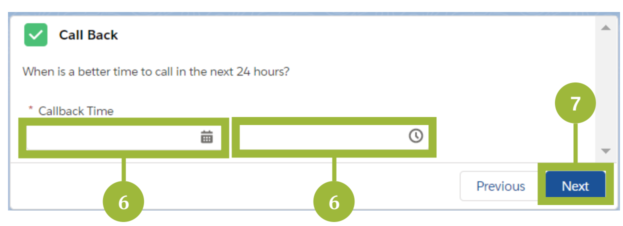
3. In this example, the Contact to a COVID-19 Case does not answer your call.  After completing your voicemail, open your Amazon Connect softphone and click **End Call**



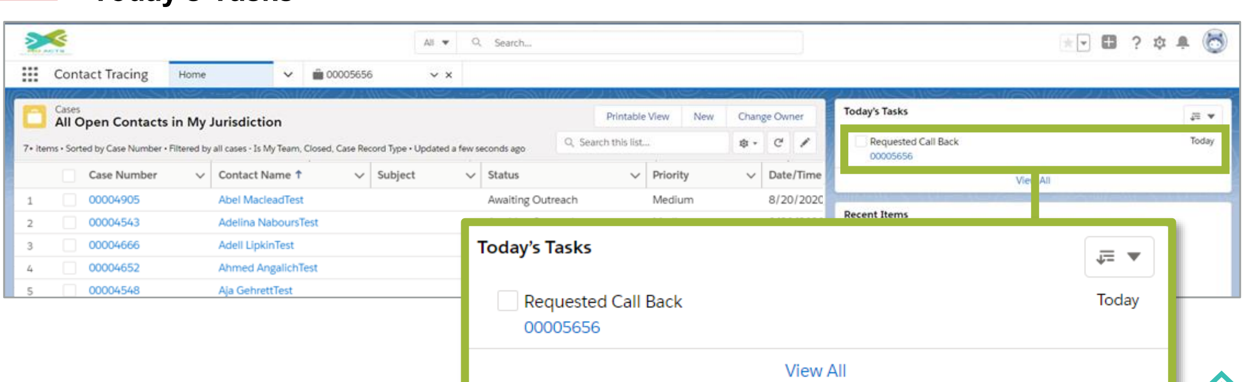

4. In the **Guided Script**, click on the **No** option.
5. Click on the **Next** button.




6. Enter a Callback Time by selecting a date and time in the next 24 hours.
   **Date**: Today
   **Time**: 2 hours from now
7. Click the **Next** button.
8. The guided script closes.




**Note:** If you return to the home page, you will now see this callback task listed under **"Today's Tasks"**

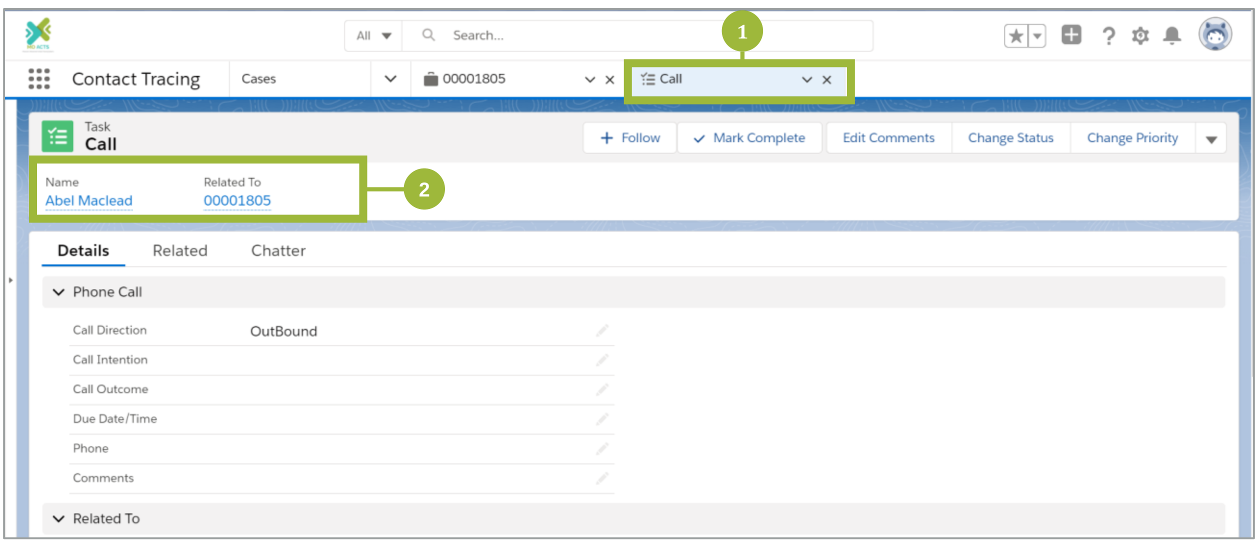


# Scenario Two: Contact to a COVID-19 Case is Unavailable

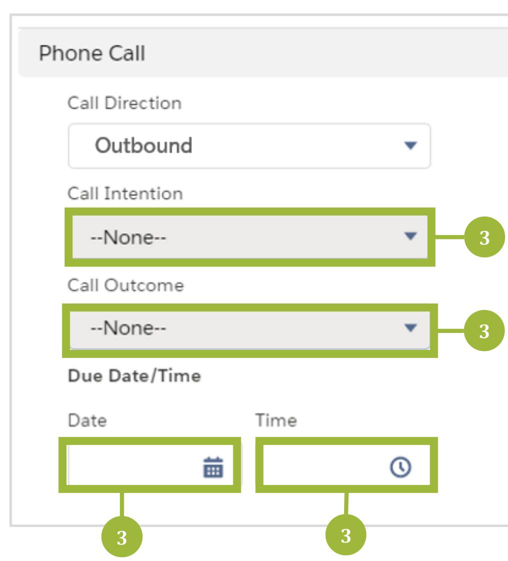
## Logging the Call

MO ACTS will automatically create a task for every outbound call after the call is disconnected.

1. After disconnecting an outbound call, a new **Task tab** will automatically open.
2. You will find the **Contact's name and Case number** on top of the new window.



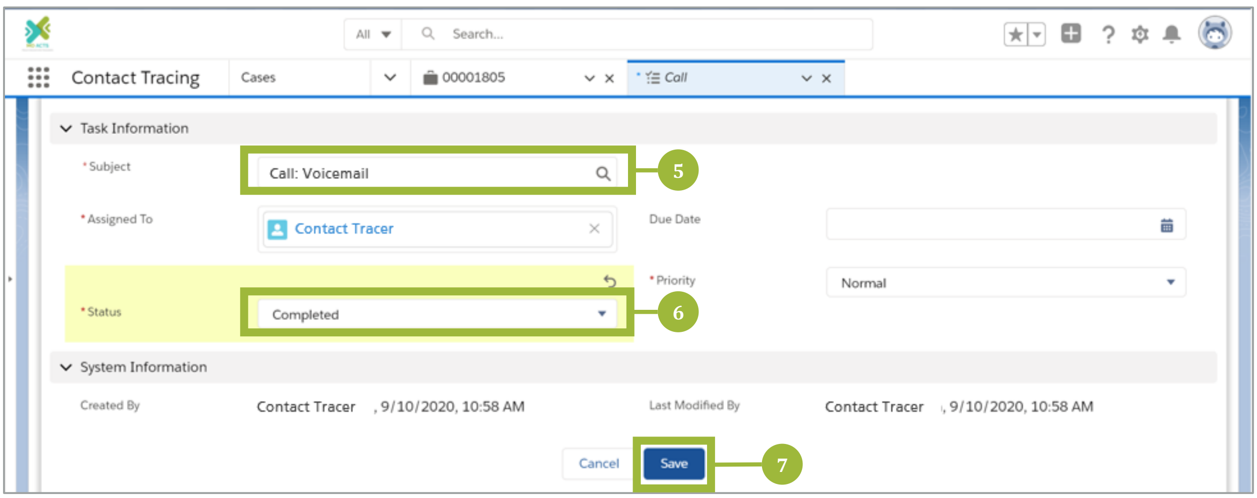

3. Complete the **Phone Call Details** by selecting the pencil icon to edit**.**




**Call Direction**: It will be auto-populated as Outbound.
**Call Direction**: Outbound
**Call Intention**: Outbound Outreach Call
**Call Outcome**: Voicemail
**Due Date / Time**: today and current time

# Scenario Two: Contact to a COVID-19 Case is Unavailable

4. Scroll past the Related to section to the **Task Information** section.
5. Click in the **Subject** field and select **Call: Voicemail**
6. Change the **Status** field to **Completed.**
7. Click **Save.**




**Note:** You must remember to press **Save** when in edit mode or else your changes will not be committed.

**Note**: A Contact to a COVID-19 case can call back through the MO ACTS number and a Tracer, the LPHA or DHSS surge support will receive these inbound calls if available. To learn more about Inbound Calling, please refer to the Go Live Action Guide on the MO ACTS Intranet Site.

**Congratulations!** You completed your second scenario of Guided Script Contact Tracing and created a follow-up task!

**If the Contact to a COVID-19 Case is not available to speak or you have to leave a voicemail, how will you know when to call back?**

- ❑ **Mark the callback date and time as a case comment in the contact record.**
- ❑ **Create a task in MO ACTS with the callback date and time.**
- ❑ **A task is automatically created so that a different Contact Tracer will reach out at the requested date and time**

# Scenario 3

Monitoring

Missouri
DHSS
Department of Health
and Senior Services

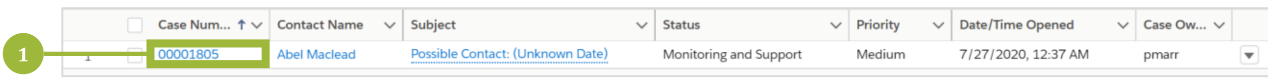
MO ACTS
Missouri's Advanced Contact Tracing System

# Scenario 3: Monitoring

## Open New Monitoring Activity

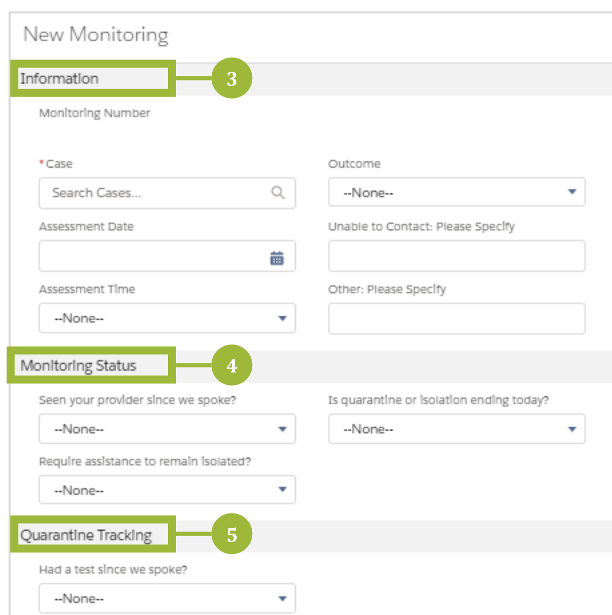
Contacts will receive automated messages for the duration of quarantine to monitor their symptoms that will save to their record unless they have decided to opt out and the Contact Tracer selects the Automated Monitoring Bypass checkbox on the Symptoms section of the Contacts Case Details. If this is the case, follow the steps below to conduct case monitoring.

1. Open the case you wish to monitor by going to the Contacts Monitoring and Support queue clicking on the **Case Number.**



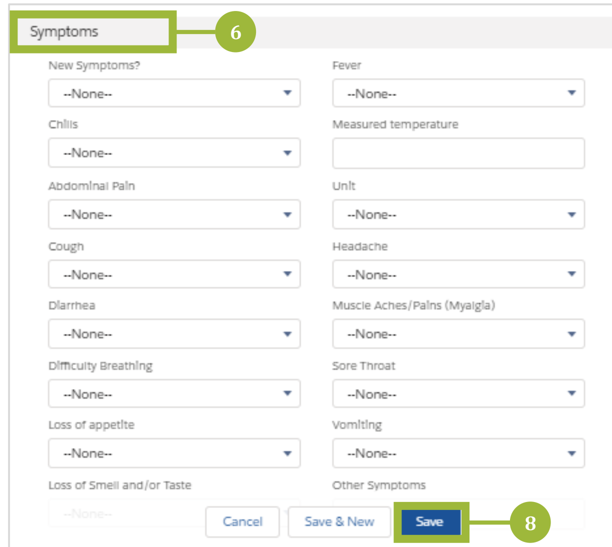

2. Scroll down to the **Monitoring** section in the **Detail pane** on the right side of the screen and click the **New** button.


3. Fill in the **Information** section with details about the monitoring outreach, including:
    - Outcome: **Person was Reached**
    - Assessment Date: **Today's Date**
    - Assessment Time: **AM**
4. Fill in the **Monitoring Status** section, confirming details for:
    - Seen your Provider since we spoke?: **No**
    - Is quarantine or isolation ending today?: **No**
    - Require assistance to remain isolated?: **No**
5. Fill in the **Quarantine Tracking** section, confirm:
    - Had a test since we spoke?: **No**



# Scenario 3: Monitoring

6. Fill in the **Symptoms** section to reflect contact's current symptoms.
   - New Symptoms: **No**
   - Leave all other symptoms **blank**
7. Click **Save.**

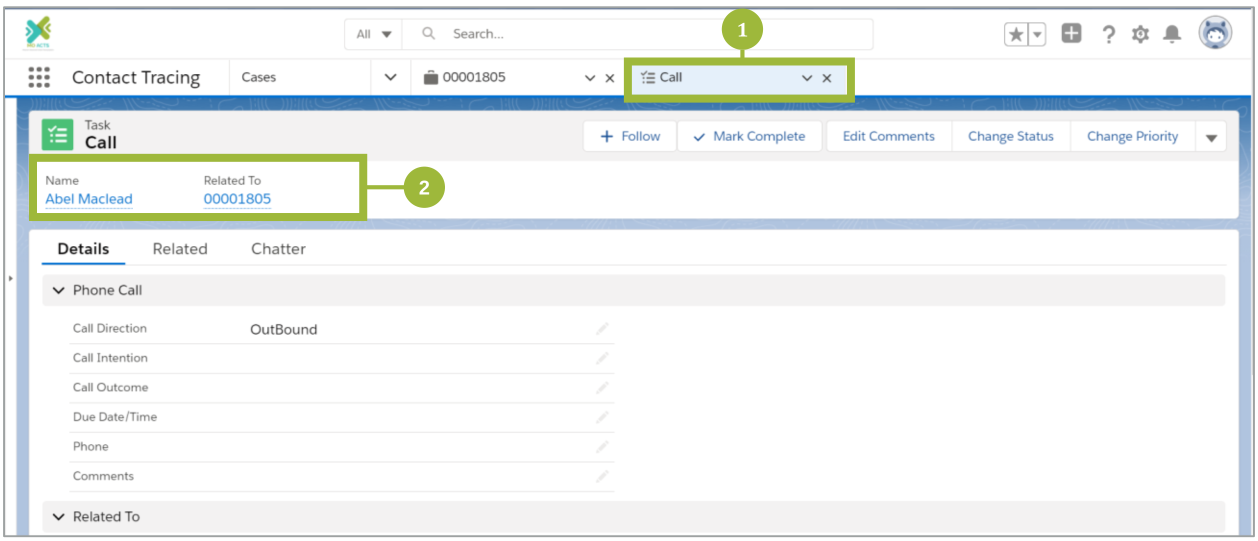



**NOTE:** Remember to press **Save** when in edit mode or else your changes will not be committed.

# Completing Monitoring for a Contact to a COVID-19 Case

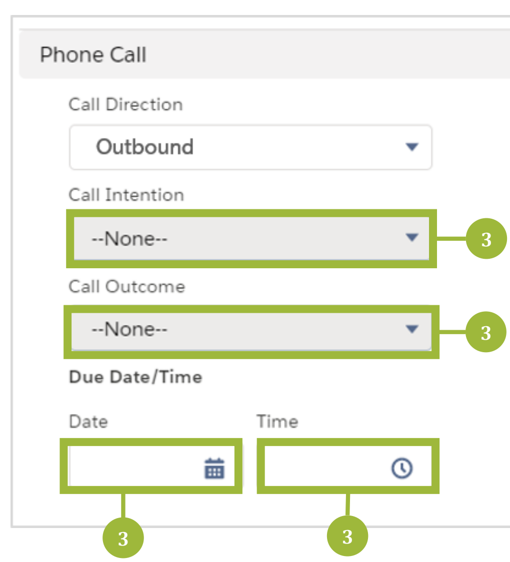
## Logging the Call

1. After disconnecting an outbound call, a new **Task tab** will automatically open.
2. You will find the **Contact's name and Case number** on top of the new window.



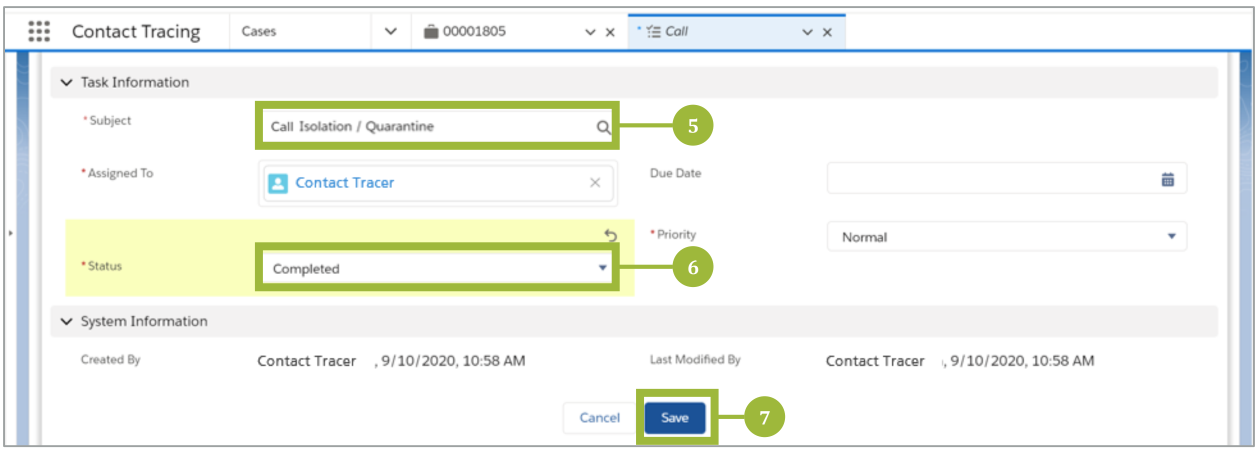

3. Complete the **Phone Call Details** by selecting the pencil icon to edit.

**Call Direction**: It will be auto-populated as Outbound.
**Call Intention**: **Outbound: Quarantine Follow Up**
**Call Outcome**: **Person was Reached**
**Due Date / Time**: **when call was placed**



# Completing Monitoring for a Contact to a COVID-19 Case

4. Scroll past the Related to section to the **Task Information** section.
5. Click in the **Subject** field and select **Call: Isolation/ Quarantine Follow up**
6. Change the **Status** field to **Completed.**
7. Click **Save.**




**Note:** You must remember to press **Save** when in edit mode or else your changes will not be committed.

# Other Scenarios

Final Monitoring

Reopening a Case

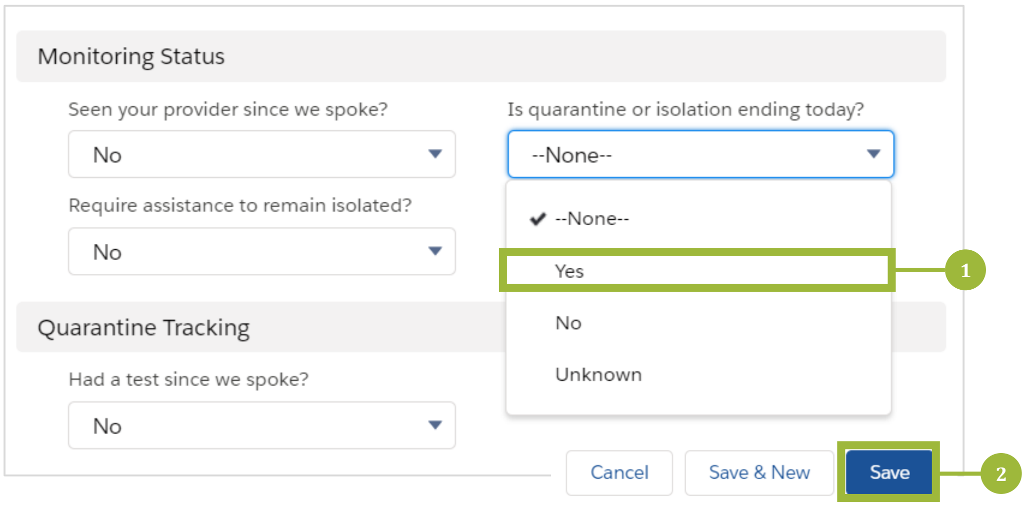
MO ACTS

Missouri's Advanced Contact Tracing System

# Other Scenarios

## Closing a Case After Final Monitoring

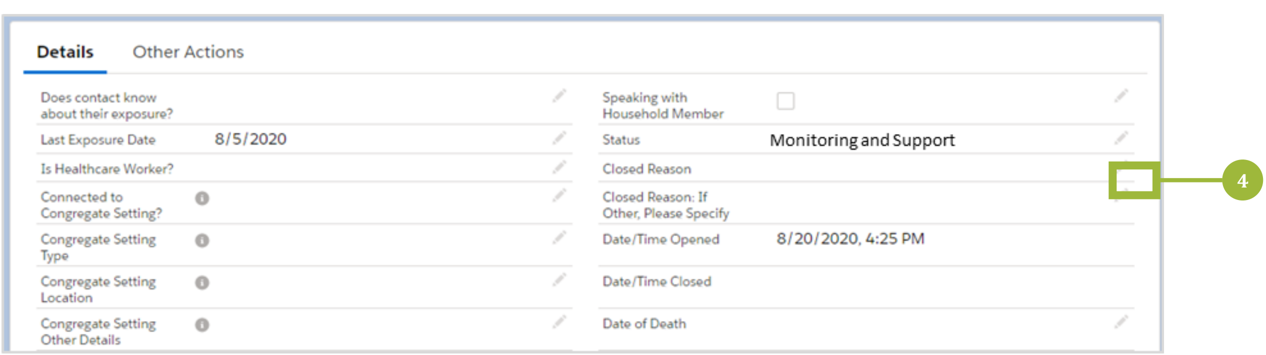
1. While completing your monitoring call, if you identify that your Contact to a COVID-19 Case meets the criteria for ending quarantine, you will say, **"Your quarantine has ended."** and select **Yes** in the **"Is quarantine or isolation ending today?"** field.
2. Click **Save.**




**Note:** You must remember to press **Save** when in edit mode or else your changes will not be committed.

3. Click on the Case number tab to open the record.

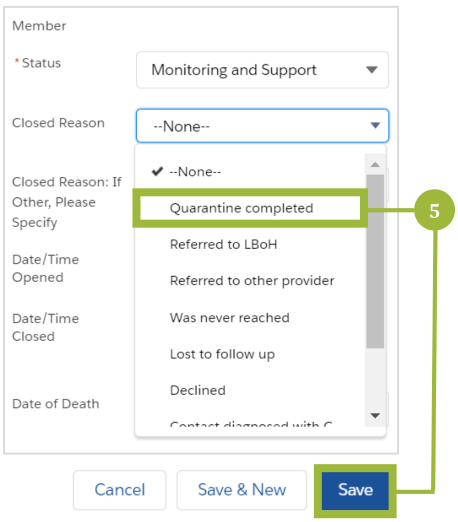

4. Scroll to the top of the Details section and locate the **Closed Reason** field. Click the **pencil** to edit it.



# Other Scenarios

## Closing a Case After Final Monitoring

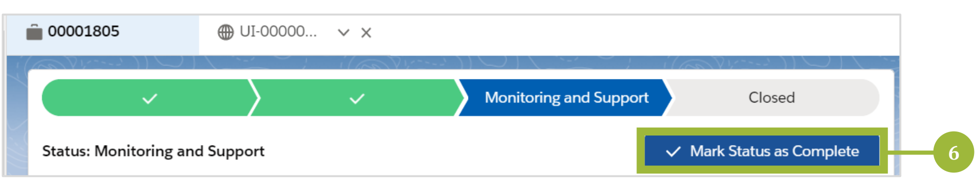
5. Select **Quarantine Completed** as the **Closed Reason** and click the **Save** button.

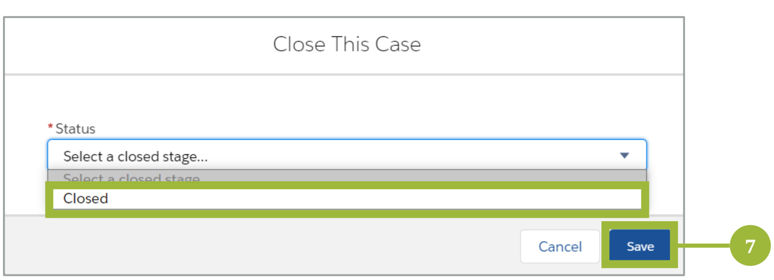



**Note:** You must remember to press **Save** when in edit mode or else your changes will not be committed.

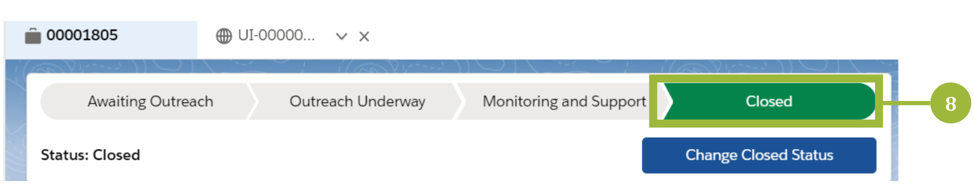
***If you do not fill out the Closed Reason an error will appear when trying to move the case to "Closed" status.***

6. Click on **Mark Status as Complete.**
7. A **Close this Case** window opens. Select **Closed** as the **Status and Save.**
8. The status now shows as **Closed.**



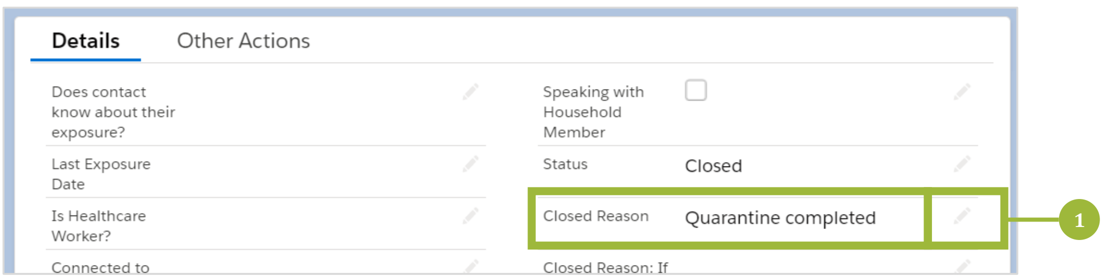

**Note:** MO ACTS has functionality to allow a Contact Tracer to close cases in bulk. To learn more, please refer to the Go Live Action Guide on the MO ACTS Intranet Page.



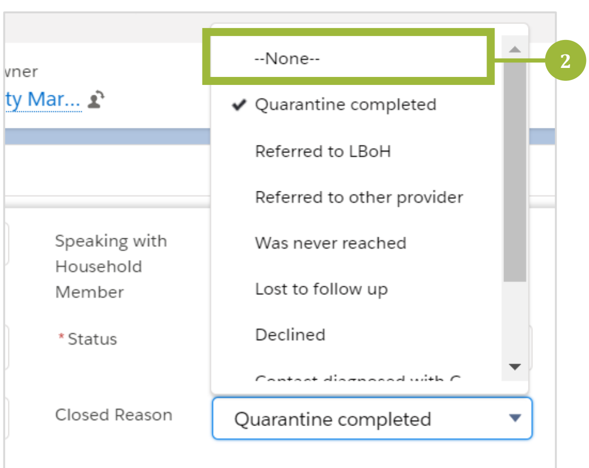
# Other Scenarios

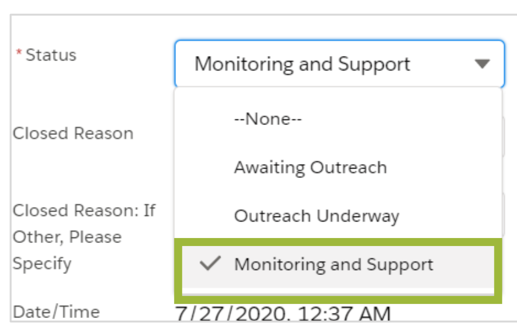
## Reopening a Case

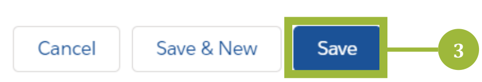
1. Find the **Closed Reason** field and click the **pencil** to edit it.




2. Change the reason to **None**.
3. Change the **Status** to the appropriate one and click **Save.**



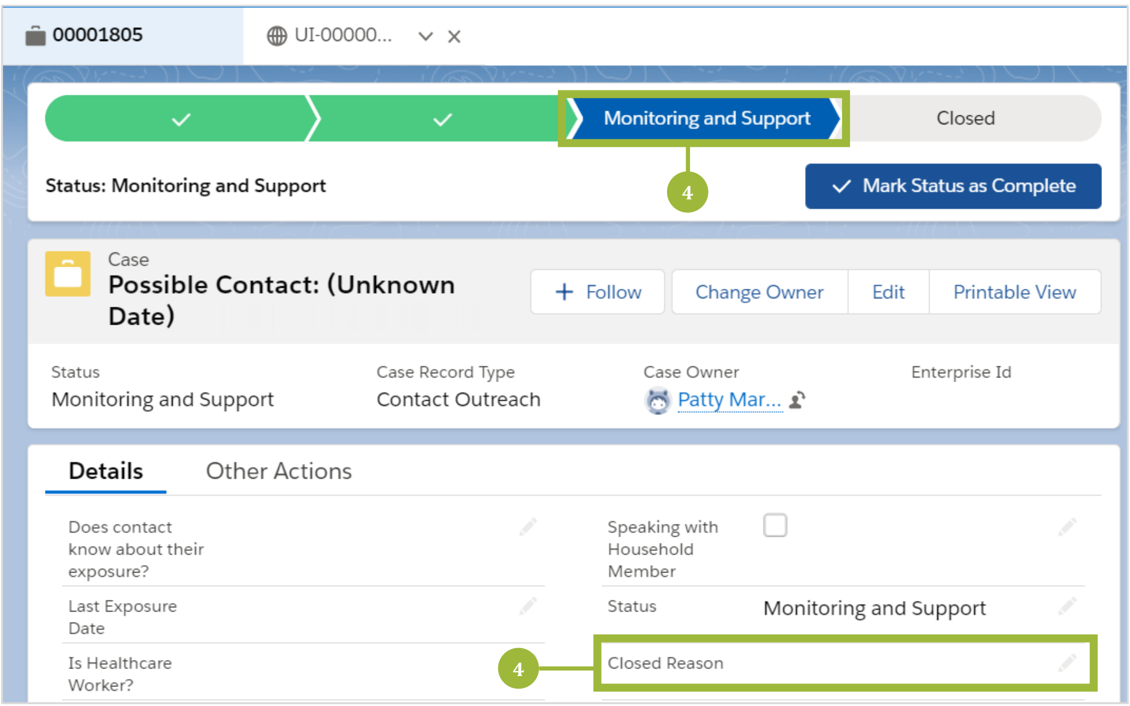

**Note:** You must remember to press **Save** when in edit mode or else your changes will not be committed.
***If you do not change the Close Reason to "None" an error will appear when trying to manually move the case to "Monitoring and Support."***

**Note:** MO ACTS has functionality to allow a Contact Tracer to reassign cases in bulk. To learn more, please refer to the Go Live Action Guide on the MO ACTS Intranet site.

# Other Scenarios

## Reopening a Case

4. The **Status bar** at the top reflects the new status, and the **Closed reason** is now empty.




**Congratulations!** You completed this scenario of Guided Script Contact Tracing and learned how to close and reopen a Case!

**When monitoring a Contact to a COVID-19 Case that has selected phone as the preferred method of outreach, which view will you use to know when you must call?** (choose all that apply)

- ❑ **My supervisor will let me know each time via MO ACTS**
- ❑ **Under Cases, check: Contact Monitoring and Support**
- ❑ **Under Cases, check: Contacts Awaiting Outreach**

# Knowledge Check Answer Key

**Remember: When you open the Cases view, you need to change the list view to Contacts Awaiting Outreach Queue. Why is this true?** (choose one)

- ❑ **The Contacts Awaiting Outreach Queue will show the Contacts to a COVID-19 Case that need to have their cases closed.**
- ✓ **The Contacts Awaiting Outreach Queue will show you Contacts to a COVID-19 Case who are awaiting outreach and need to be called.**
- ❑ **The default list view shows test data that is not relevant to contact tracing.**

**What do you do if you inadvertently close your case before you mean to?** (choose one)

- ❑ **Contact my Supervisor; they have to let me back in**
- ❑ **Refresh my browser**
- ✓ **Return to Cases page and choose My Contacts from the dropdown, then reselect the Case that I want and click on the Guided Flow that I started**

**What do you do if the Contact to a COVID-19 Case is 10 years old?** (choose one)

- ✓ **Call the phone number and complete the interview with the person's parent or guardian**
- ❑ **Do not call the Contact to a COVID-19 Case and report it to your Supervisor**
- ❑ **Proceed as normal**

**If the Contact to a COVID-19 Case is not available to speak or you have to leave a voicemail, how will you know when to call back?** (choose one)

- ❑ **Mark the callback date and time as a case comment in the contact record.**
- ✓ **Create a task in MO ACTS with the callback date and time.**
- ❑ **A task is automatically created so that a different Contact Tracer will reach out at the requested date and time**

# Knowledge Check Answer Key

**When monitoring a Contact to a COVID-19 Case that has selected phone as the preferred method of outreach, which view will you use to know when you must call?** (choose all that apply)

- ❑ **My supervisor will let me know each time via MO ACTS**
- ✓ **Under Cases, check: Contact Monitoring and Support**
- ❑ **Under Cases, check: Contacts Awaiting Outreach**

# You're almost there!

## Select the right next step for you

**I'm pretty tech savvy – I'll set up my account myself.**

CLICK HERE

- Register your course completion
- Select "I will continue my self-guided training. Please send my MO ACTS login credentials."
- You will receive an email with your credentials within 24 business hours

**I'd prefer a live support and help setting up my account.**

CLICK HERE

- Select the Log In session that works with your schedule
- Join the MO ACTS training team for a step-by-step walkthrough
- You will receive an email with your credentials during the session

Missouri DHSS Department of Health and Senior Services

MO ACTS

Missouri's Advanced Contact Tracing System